Provider Information to be published

> The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.
>
> This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Forest Care Homes Ltd
The provider was registered on:	16/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Pen-coed Residential Care Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/04/2019
Responsible Individual(s)	Susan Mason
Manager(s)	Anne-Marie Escott
Maximum number of places	25
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The home has a training tracker which is used to identify each employee and their status of training. From that, plans are put in place to arrange the specific training required for individual employees. An external trainer carries out mandatory training which supports theory done on online.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment procedure is activated as positions are available. Local uptake can be low resulting in recruitment with an agency for oversees staff via Home office. Home office guidelines, as well as the normal employee checks. To support retention supervision and meetings contribute through communication and support that fosters team relationships Covid has limited external activities however in house activities have taken place.

Service Profile

Service Details

Name of Service	Pen-coed Residential Care Home

Telephone Number	01834 812210
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	51

Fees Charged

The minimum weekly fee payable during the last financial year?	722.11
The maximum weekly fee payable during the last financial year?	950.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Chats, both formal and informal, empower residents to play a role in the service they receive, such as customising menus to their preferences. Referrals are also made to support individuals with low weights or specialised diets.

Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Enclosed back garden, accessible via a decked area with slope onto Astro turf. Raised flowers beds and veg garden. Green house with tomatoes grown by residents. Outside bar, with seating areas. Garden utilised well during good weather for various events.
Provide details of any other facilities to which the residents have access	There is a conservatory to the front of the building which is well used for quiet times and for occasional meals and afternoon teas, as well as a welcoming space for visitors.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	As the RI, I regularly communicate with the Registered Manager and her staff via phone, email, and face-to-face to ensure effective communication. We hold managers meetings to share good practices for the wellbeing of individuals across the Quality of Care Review themes.
	I actively participate in commissioning's training on Quality Assurance for future compliance. I aim to enhance the presentation of Quality Assurance and the Quality of Care Review to support each other, enabling a robust process for completion and improvements.
	I have attended and participated over teams in different training sessions through 'My Home Life' that are committed to the development of positive practices. I collaborate with the home to ensure care is delivered in a manner that prioritises individuals' voices, choice, and access to opportunities.
	Care plans and examples provided can evidence that residents are able to express views, opinions, make choices and are able to have and enjoy the opportunities made available to them. The process of reviews is inclusive, providing opportunities. Daily chats by management and staff with residents provide important feedback for all aspects of their care, helpful to residents less able to participate in the formal review process.
	Residents can input both informally and formally, where more communal topics can be discussed, such as menus, activities and how to raise concerns or complaints. Solutions are always sought to put things right, and therefore provide what that person requires to support them in all aspects of their life, to promote their wellbeing. On occasions, complaints that get raised that are not immediately able to be addressed, an agreed plan would be actioned to meet their outcomes.
	Weekly manager and deputy meetings discuss key aspects of the home. 'My Home Life' themes of 'Personalisation' 'Navigation' and 'Transformation' will be included.
	A current example under Navigation' 'managing transitions' and ' improving health and healthcare, M required support from discharge from hospital in England with a hoist. In Pencoed they have had physio, exercises, family and staff support, and progressed to Sara Stedy, and now uses self-propelled wheelchair and happily more independent.
	At the DRG resident Christmas Party, a resident stood up and gave a speech to thank the Manager and the staff for all their wonderful care.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Care plans, meetings, and conversations with the manager, deputy, staff, and residents allow me to audit processes and assess the happiness, support, and ongoing health of individuals. Being present in the home at various times, I witness first-hand how the staff addresses residents' happiness, health, and wellbeing. The biographies in care plans offer valuable insight into residents' lives, enabling personalised support on various levels. Understanding their strengths greatly enhances self-esteem and contributes to positive experiences that foster overall happiness and wellbeing. There are good examples of how this is being met. A resident always peeled potatoes to assist the cook, and it was their own planned activity as this related to their past and maintained their individuality which supports their happiness, independence, and wellbeing. Another resident without fail will thank the cook for a wonderful meal which they say, "is on behalf of everyone". Residents are encouraged to take part in a weekly exercise group to promote physical and mental health, improve muscle strength, reduce risk of a falls through posture, coordination, and balance. The manager confirmed that care plan discussions effectively measure residents' happiness, health, and wellbeing. Recorded notes from conversations and staff observations support involvement with external agencies and healthcare professionals. Residents have received vaccines to protect against Covid and flu viruses, while Environmental Health provides ongoing advice and guidance to the home. Chats, both formal and informal, empower residents to play a role in the service they receive, such as customising menus to their preferences. Referrals are also made to support individuals with low weights or specialised diets. Group and individual activities are organised at the home, fostering social engagement. The manager has highlighted positive social aspects occurring, a scrapbook of pictures documents various events. A visit from the Donkey sanctuary Residents baking Jam and coconut cake from scratch for everyone to enjoy on the afternoon Tea Trolley, enjoying being part of the home's community. Residents grew and nurtured tomato plants then went picking the tomatoes and made sandwiches. Residents are supported to attend family occasions A resident with a passion for tractors took part in a tractor run. Elf day 2022 staff raised money for Alzheimer's society

The extent to which people feel safe and protected from abuse and neglect.	Daily checks (level 1) occur during shift changeovers to ensure safety and security. This includes examining exit points, fire safety measures, the environment, temperature monitoring, equipment functionality, emergency lights, unobstructed fire exits, and preventing hazards. These checks account for all individuals on the premises, ensuring a safe environment for residents, staff, and visitors.
	The manager and RI conduct periodic audits to maintain safety standards. Fire safety measures, such as alarm and extinguisher testing, inspections, recommendations, and training, are part of the manager's responsibilities. Additionally, the manager ensures an adequate supply of medication is stored securely with proper documentation.
	The kitchen maintains proper paperwork and compliance with environmental health and food safety management systems. Food stocks are managed according to residents' needs and requests, following rotation guidelines and proper storage practices in larders, fridges, and freezers. Opened foods are labelled with use-by dates.
	An effective defect list identifies any faulty items or areas, ensuring timely action. The maintainer addresses these issues, with close collaboration between the managers. Staff involvement guarantees resident safety, such as removing and labelling defective equipment to prevent unsafe usage. Staff training and supervision ensure fitness for purpose and address any concerns or training needs. This aligns with Transformation's goal of maintaining a capable workforce and promoting a positive culture, as part of the 'My Home Life' initiative.
	Care plans, assessments, and risk assessments provide necessary information for safe care delivery and identifying risks of abuse or neglect. The I STUMBLE protocol is followed for falls or incidents, ensuring appropriate action is taken. Incidents, including falls, are reported on a MARF form, with data recorded in an excel spreadsheet. This monitoring system promotes safety, enables effective tracking, and safeguards residents from abuse or neglect.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	As an RI, I collaborate with the manager to ensure that the accommodation meets individuals' safety needs and supports their personal goals. Weekly meetings address environmental considerations. Personalised room furnishings allow for added comfort and customisation, including residents' input into colours and decor.
	At managers' meetings, we will share good practices regarding dementia-friendly environments that promote independence and reduce stress and anxiety for residents with dementia. The manager has already made the downstairs toilet dementia-friendly with blue walls and a blue toilet seat. Further improvements are planned, and a presentation on dementia has been compiled for additional training and knowledge.
	The lounge/diner is designed for both activities and dining, allowing individuals to engage in various activities and watch TV while maintaining a clutter-free walkway for walking aids. Side tables serve as convenient surfaces for activities, drinks, snacks, and meals for those who prefer to dine in the lounge.
	There is access from the lounge/diner into the conservatory as an alternative to the main lounge, and an enclosed garden accessible via a slope.
	Informal conversations and observations with residents and staff generate ideas for layout changes in communal and private rooms. The manager enhanced the staff room by increasing its size, adding lockable cabinets, and providing a fridge for staff to store food and drinks.
	The kitchen is well equipped with ample room for storage and cooking/serving of meals and a folder with all FSMS paperwork. Bathrooms are equipped with safe bathing facilities, and staff can support as required, along with toilets.
	During an RI Audit I spent some time looking around the home and found that the home was clean, tidy, welcoming and homely. A corridor had been themed and named 'Harbour walk' and residents with the help of AGE Cymru volunteers had a themed craft activity making hanging murals out of driftwood, wool and paper which are displayed along the corridor of Harbour Walk. During a visit to the home, support and sensitive care was seen to be provided to those that were in need of that type of care. This situation exemplifies how the environment aligns with My Home Life principles.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	22.13

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

> Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

> Training undertaken during the last financial year for this role type.
>
> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cambridge Diabetes Program Dementia Interrupter

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter care Stoma care Communication

Contractual Arrangements

No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

> Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

> Filled and vacant posts

No. of staff in post	8
No. of posts vacant	6

> Training undertaken during the last financial year for this role type.
>
> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	8
Safeguarding	0
Medicine management	8
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Covid 19 Donning and doffing Fire training First Aid

> Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

> Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift 07:45 > 16:00, 1 Care Officer I/C Evening Shift 15:45 > 22:00, 1 Care Officer I/C Night Shift 21:45 > 08:00, 1 Care Officer I/C

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	9
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	9
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Day Shift 08:00 > 16:00, 3 Care Workers Evening Shift 16:00 > 22:00, 2 Care Workers Night Shift 22:00 > 08:00, 2 Care Workers

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift 07:45 > 16:00, 3 Care Workers Evening Shift 15:45 > 22:00, 2 Care Workers Night Shift 21:45 > 08:00, 2 Care Workers

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	3

Domestic staff	
Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Covid 19 Donning and doffing Fire training

Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No