

Annual Return 2022/2023

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:	Garnant House LLP	
The provider was registered on:	01/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Garnant House LLP	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	01/08/2018
	Responsible Individual(s)	Paul Stewart
	Manager(s)	Heidi Tyrrell
	Maximum number of places	21
	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	<p>We use Social Care TV for online training which is also certified and can be reviewed upon inspection. Atlas Citation has a training provision which we use for various topics including a vast library of Health and Safety resources. All staff have their individual portals which the manager and owner have access to.</p> <p>We use Pembrokeshire College for QCF training needs. Qualifications can be checked upon inspection. All staff are either qualified (the majority) or are working towards.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>If we have any vacancies, we use Indeed for any external candidates. However, we continue to find that word of mouth with existing staff and contacts within the local community remains the best way to recruit for Garnant House.</p> <p>In terms of retention, we remain competitive within the local social care and work place in terms of hourly rate and continue to strive towards making Garnant House as place people want to work by being flexible in terms of work patterns and family life.</p>

Service Profile

Service Details

Name of Service	Garnant House LLP
Telephone Number	01269825705
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32
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Fees Charged

The minimum weekly fee payable during the last financial year?	718.51
The maximum weekly fee payable during the last financial year?	780.37

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?	Residents meetings are held quarterly to obtain direct feedback from them regarding the standard of care they are receiving. We conduct quality assurance surveys twice per year to get formalised feedback from residents, staff and stakeholders. The Proprietor produces a report based on the feedback received.

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have extensive front and back gardens. Residents regularly use the back gardens during the summer months to spend time enjoying pleasant weather and to meet friends and family. We also hold fairs and celebrations in the gardens and have well manicured flower beds that the residents help us maintain.
Provide details of any other facilities to which the residents have access	None

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)	No
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 Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>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.</p>	<p>People who use our service, feel their voices are heard by always being involved in all aspects of their care planning, Residents meetings, and quality assurance questionnaires, are carried out regularly, Our residents help with menu planning, organising trips and activities. Monthly care reviews are carried out with the individuals we are able to facilitate these reviews in English or Welsh, Residents are able to have their individual care plan in a language of their choice. Regular residents meetings give residents a chance to get involved in all aspects of their home, we have an agenda which covers things such as the environment, Meals, Activities, Trips etc,</p>
<p>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.</p>	<p>At Garnant House we support residents to maintain an excellent standard of health and well being, Residents are given the opportunity to remain with their own Gp (If this is within the catchment area) we will listen and address any health beliefs, concerns and preferences that the resident has, we will always respect their views and offer support if needed to help residents engage with healthcare services, such as Chiropody, Optician, Mental Health services, District Nurse Service etc,</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff have received training to keep our residents safe from abuse and neglect, all residents have comprehensive care plans which gives staff clear instructions on care needs, Staff understand the procedure for reporting any type of abuse or neglect and are all aware of the homes policy's and procedures on keeping our residents safe from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Garnant House provides a safe and secure home, residents are encouraged to make this home their own, we encourage the residents to personalise their rooms with their own furniture, pictures etc.</p>

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)	19
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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
	<p>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.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social Care Wales Registration training has been extensive this year. Digital care planning Citation implementation.
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
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
<p>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.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Citation implementation has been completed online
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
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.	We have two day time shifts which are covered by a senior carer. The timings are 8am to 2pm and 2pm to 9pm 7 days a week.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
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	13
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	11
Equality, Diversity & Human Rights	8
Infection, prevention & control	19
Manual Handling	16
Safeguarding	19
Medicine management	10
Dementia	15
Positive Behaviour Management	15
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety - 4 First Aid - 10 Donning & Doffing - 18
Contractual Arrangements	
No. of permanent staff	13
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)	12
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

<p>Typical shift patterns in operation for employed staff</p>	
<p>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.</p>	<p>We operate three shift patterns: 8am to 2pm 2pm to 9pm 9pm to 8am</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>15</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>16</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p>Catering staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>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.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
<p>Induction</p>	<p>1</p>
<p>Health & Safety</p>	<p>2</p>
<p>Equality, Diversity & Human Rights</p>	<p>0</p>
<p>Infection, prevention & control</p>	<p>2</p>
<p>Manual Handling</p>	<p>0</p>
<p>Safeguarding</p>	<p>1</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>1</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>2</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>First Aid - 2</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	We have a handyman who as the job title suggests does odd jobs around the care home to maintain the standards in all areas including outside space. He is also responsible for maintaining the biomass boiler, including refilling pellets. We have a part time activities co-ordinator who also works as a part time cook. This individual takes residents out with the home to have coffee and to the local churches and cinema as well as engaging in activities within the home.
Filled and vacant posts	
No. of staff in post	2
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	2
Manual Handling	0
Safeguarding	1
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	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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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