

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:	Gelli Mor Ltd	
The provider was registered on:	24/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gelli Mor Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/11/2020
	Responsible Individual(s)	
	Manager(s)	
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Gelli Mor	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/07/2018
	Responsible Individual(s)	Natalie Picton
	Manager(s)	Lyndsey Picton
	Maximum number of places	5
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	90% of our training is done on line via E-Learning through Careskill s Academy. We ensure that all staff are up to date and fully trained in all aspects of their knowledge to allow them to carry out their jobs to the best of their ability. All of our training is monitored by our Training Coordinator and she send early prompts to managers to notify them of any up and coming training so this can then be incorporated into staff supervisions in a timely manner.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have introduced employee of the month, and making it all about the staff member. Getting their colleagues to vote for them and write why they think they deserve it. We then present them with their prize, take a picture and post on our social media platforms and show the comments made by their colleagues. We have also increased our staff hourly rate over and above the NLW and we create a friendly and welcoming atmosphere which is why we have only lost 2 staff in 2 years.

Service Profile

Service Details

Name of Service	Gelli Mor
Telephone Number	01437450110
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We can offer all of our documents to be translated into welsh please ask one of our management team and we can provide translated documents or an easy read document.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1950
The maximum weekly fee payable during the last financial year?	3500

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?	We sent out questionnaires to staff, parents, and professionals and also completed one with our clients too

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	We have a medium sized grassed garden area used for BBQ and ball games, we also have a vegetation area that one client has a veg patch. We also have a quiet cabin that can be used for time out, art and craft or visiting cabin in the event of a pandemic
Provide details of any other facilities to which the residents have access	Our clients have access to dance, football, rugby, cricket, gym, coastal walks, get active and a mix of other activities as and when they decide to engage in them at their choice.

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)	Yes
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.

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.	Our service users are treated with dignity and respect at all times. Their voice is very important. We hold weekly house meetings with all service users and we ensure their wishes and aspirations are managed on a weekly basis. All of our clients have a very good family network of support which is vital. All of our service users families know they can access an advocate at anytime, but also they know we can request social worker input too at any time.
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.	We promote health and well being here at Gelli Mor and our clients have choice of the foods they eat but are also given health advice and direction at what foods are the best for them. We have a very active group of service users and they all take part in activities from, walking, jogging, rugby, football, bungee fit, gym, cycling and attending other group activities. This all forms part of personal development and improving social skills.
The extent to which people feel safe and protected from abuse and neglect.	All of our team are fully trained and experienced in promoting and ensuring the safety and protection of all of our service users. We ensure all of our team are compliant in the whistleblowing policy and Safeguarding Policy. How they identify and report any incidents or concerns and all of this information is available via an app on their mobile phones with names, addresses, emails and telephone numbers to the places they need to report such incidents too.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Our home at Gelli Mor is not like most care settings, we look at it as home from home. Within the regulations of a care home we ensure our environment is warm, welcoming and comfortable. We ensure our service users play a part in all choice of furnishings, colours and decor so they can make their home here with us "Home". We ensure all of their bedrooms are person centred and everything within their personal space has been chosen by them which makes this a very safe and comfortable place to be.

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)	8
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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?	No
	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	3
	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	3	
Food Hygiene	3	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	supervision and appraisals risk assessments	

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)	2
No. of part-time staff (17-34 hours per week)	1
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.	8-3=3 staff 3-10= 3 staff 12-8pm
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?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Gelli Mor Ltd
Telephone Number	01646 450110

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We can provide any of our documents in Welsh on request

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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Fees Charged

The minimum hourly rate payable during the last financial year?	11
The maximum hourly rate payable during the last financial year?	11

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?	As per Gelli Mor

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 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.

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 per Gelli Mor
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.	As per Gelli Mor

The extent to which people feel safe and protected from abuse and neglect.

As per Gelli Mor

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) 15

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?

No

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

Senior social care workers providing direct care

Does your service structure include roles of this type?

No

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

15

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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	0
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	15
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)	3
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 social care worker	15
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No