

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:	Glyn Nest Trustee Company Limited	
The provider was registered on:	21/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glyn Nest Trustee Company Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/01/2019
	Responsible Individual(s)	Carol Williams
	Manager(s)	Catherine Evans
	Maximum number of places	28
	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	Due to Covid restrictions last year and the early part of this year, staff training has been mainly based on on line training with Social care TV. Formal training sessions were arranged in between restriction times which included Manual Handling, First Aid and Fire and evacuation Training. During the yearly appraisal a training action plan is drawn up and discussed with the staff member. The progress is then discussed during the supervision session. A substantial budget is allocated.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year staff recruitment has been challenging due to Covid. Job vacancies were advertised on the indeed website, signs outside the home, Glyn Nest face book and also by word of mouth. The recruitment drive proved successful with staffing levels improved. Retention of staff has been good during the year. Staff are supported during induction and given training opportunities to ensure that they are able to fulfill their roles confidently.

Service Profile

Service Details

Name of Service	Glyn Nest Trustee Company Limited
Telephone Number	0123910950
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	718.37
The maximum weekly fee payable during the last financial year?	779.65

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?	Individuals are consulted about arrangements of the service through the Service users meetings which are held bi monthly. Personal plan reviews also gives the individuals the opportunity of discussing any issues they have regarding the service.

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is set in its own extensive grounds with lawns and mature trees and bushes. There is an enclosed sensory garden which is a quiet and stimulating area for the individuals who reside at the home along with members of their families to sit and enjoy the flowers and plants, which are planned to reflect the changing seasons.
Provide details of any other facilities to which the residents have access	The home has a quiet sitting room for individuals to sit and relax and for family members to use when visiting and wishing to have privacy. The environment provides a therapeutic atmosphere.

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.

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.

Glyn Nest has an open and transparent culture. This is practiced by an open door policy operated by the Manager and individuals are encouraged to attend resident's meetings which are minuted and any matters of concern are actioned without delay. In drawing up the latest Quality Review a series of questionnaires were distributed to service users, members of staff and families, relatives and others in order to gauge the responses to the four main standards.

When service users were asked the following questions - "How well do our carers do in the following"-

- 1) Understanding your care needs
- 2) Showing commitment to helping you
- 3) Providing the service that delivers those needs and supporting you to keep as independent as possible-

The responses were most encouraging with 29 in the excellent category, 8 in the very good and 3 in the good. The views of relatives, friends and others were also sought and they similarly responded positively - these are just a sample of four questions from a total of 35 which are of relevance to this first of the four quality standards.

- 1) Do you think that the person you visit is happy living in this home?
- 2) Is the person you visit offered a choice at mealtimes?
- 3) Do the dining facilities and menus meet with your approach?
- 4) Has the home got a good, friendly atmosphere?

The eight respondents of the questionnaires (maximum 8x4 =32) resulted in 28 excellent responses and 4 at very good level.

The Management team are always happy to talk and discuss any problems or requests with family members and do their utmost to see that Glyn Nest runs smoothly for its ageing service users. Policies, procedures and practices are regularly reviewed and updated in order to contribute to decisions that affect the lives of service users including entertainment, care, meals, decor and maintenance.

Members of the care team are encouraged to have one to one conversations with service users on matters that interest them. Therefore people should feel that their voices are heard, they have choice about their care and support.

At Glyn Nest, we ensure that the service provider and members of staff have a person centred approach and listen and respond to the experiences and concerns of service users, carers and families. Our aim has always been to ensure that health care is safe, effective, person centred, timely, efficient and equitable. Glyn Nest is held in high regards within the community.

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.

Individuals at Glyn Nest have full access to health professionals who provide an excellent service to the home from the surgery in Newcastle Emlyn. An excellent service is provided by the ambulance service and the first responders unit who work in partnership with the local fire service, when ambulances are not available within a reasonable time. The home has purchased its own vehicle to transport individuals to hospital for their appointments. A member of staff accompanies the individual and waits whilst the resident is receiving attention at the hospital. By receiving good medical care the service users are able to maintain or improve their independence and quality of life. Questionnaires distributed to them include a question "How well do our carers support you to keep as independent as possible?". The ten respondents provided an excellent response.

Other relevant questions included-

- 1) Understanding your care needs
- 2) Providing the service that delivers those needs
- 3) Showing commitment to helping you
- 4) Following correct procedures e.g moving and handling

For each of these, service users or their representatives gave either an excellent or very good rating.

An activities officer is employed at the home and prepares a programme of events which includes trips to the local community. Unfortunately, due to the Covid Pandemic, the level of activity had to be curtailed during lock down. With the relaxation in the guidelines, activities are being re-introduced on a gradual basis.

This provides excellent mental stimulation and for each arranged visit or event a detailed risk assessment is carried out. Others are encouraged to visit the sensory garden specially created for their benefit. Staffing levels are regularly reviewed with related training provisions and staff supervision, in order to give the individuals the choice about their care, development and overall well-being.

Some of the positive comments received from the individuals during the most recent quality review include-

I consider it to be an excellent home

Excellent in listening to me, my concern and responding to them

Glyn Nest is a valuable asset in the community - a lovely home

The manager is very friendly and courteous

It is believed that the home meets its obligations to this quality standard regarding maintaining their on-going health, development and overall well-being.

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

The provision of a quality service is of paramount importance at Glyn Nest which receives a number of its referrals from Social Services of the three local councils- Carmarthen, Ceredigion and Pembrokeshire, the remainder being privately funded from within the local area. We take pride in our effective working arrangements with partner agencies and other professionals. Questionnaires were used to gain the views of individuals and their visiting families on a variety of situations within the home and two questions were of particular significance relating to whether they felt safe and protected from abuse and neglect:-

- 1) Listening to your concern and responding to them
- 2) Keeping you comfortable and safe

The respondents viewed the home as excellent or very good with direct quotes:-

"This is the best care home going"

"We chose this home because of its reputation"

A significant budget is allocated for training and staff have completed training sessions relating to abuse and to support safeguarding of vulnerable adults. The home is fully aware of its whistleblowing policy and members of staff have excellent knowledge of this policy as well as safeguarding issues.

The positive comments and direct quotes from the service users questionnaires included :-

"The management and carers are polite, friendly and respectful"

"They follow my personal plan"

"They are competent and confident in their jobs"

"They respond and listen to our concerns, and questions raised"

A separate questionnaire issued to relatives and friends concentrated on two main issues, these being "Do you feel that the person you visit is well-cared for i.e clothing, glasses, shoes and teeth". "Do you feel that the residents best interest in mind".

All respondents gave positive replies.

The confidence provided by quality assurance is two fold, internally to management and externally to customers, government regulators, government agencies and third parties including relatives, friends and health professionals who visit the home on a regular basis.

Members of staff are fully aware of what is safeguarding in care homes as this is covered in training sessions.

Glyn Nest has no staffing shortages, the staff are well paid and there is an excellent management team which are fully accountable and provide a high level of supervision.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Glyn Nest prides itself in allowing individuals to personalise their environment and they are always consulted on changes to the environment that impacts on them. Every opportunity is given for individuals to have full access to the local community and leisure now that the Covid risk is much reduced.

The views of individuals and their relatives and friends are very positive with regards to maintaining their, privacy, dignity and confidentiality.

The service provider always considers the need to increase the number of en-suite facilities in order to improve the overall environment and services within the home. The views of individuals are always sought and respected during any major programmes of works which has an impact on their day to day living arrangements. This was experienced during the installation of a new lift between September 2022 and its commissioning 8 weeks later in November 2022. During this time a stair lift was installed to ensure that individuals were able to access the ground and first floor of the home. As some residents were unable to benefit from the installation of the stair lift due to mobility issues, a day room was allocated on the first floor to allow residents to sit in a comfortable environment during the day and socialise with others. New admissions were delayed until the new lift became operational.

Re-decorating of bedrooms and re-carpeting is an ongoing process. Individuals are given the opportunity to air their views on matters such as maintenance, fixtures and facilities. Decisions are minuted and distributed to the management and service provider who decide on appropriate action.

In concentrating on personal outcomes of individuals at Glyn Nest, the approach means acknowledging an individual's strengths and working towards establishing a shared sense of purpose to which everyone can contribute.

By responding to the priorities and goals which matter most to individuals, we are able to help significantly improve their health and well-being. Engagement with individuals in one or more "good conversations" through which the staff members support the person to identify what matters to them and co-produce a plan for support, building their relationships.

The manager makes the home appealing and has a sense of pride and sets the tone around behaviour and culture. This goes a long way to satisfy this fourth standard in relation to accommodation, well-being and achievement of individuals' personal outcomes.

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)

30

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
<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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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.	Assessing needs MCA/DOLS First Aid
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	4
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>COSHH Fire Safety Care planning DOLS/MCA Bereavement and Loss Assessing needs Continence promotion Covid 19 Diabetes Disaster planning Dying, death and bereavement Needle stick injury Oral health Person centered care Pressure care Supervision and appraisal</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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)	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.	8am - 9pm 8.30am - 3.30pm 1.30pm - 9.00pm
---	---

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
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	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	4
Health & Safety	6
Equality, Diversity & Human Rights	3
Infection, prevention & control	7
Manual Handling	15
Safeguarding	8
Medicine management	0
Dementia	10
Positive Behaviour Management	0
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Assessing needs Communicating effectively Confidentiality Contenance promotion Covid 19 COSHH MCA/DOLS Diabetes Disaster planning Diversity, Equality and inclusion Dying, Death and Bereavement First Aid Awareness Oral health Person Centred Care Pressure care Role of the care worker Understanding your organisation Wound care
---	--

Contractual Arrangements

No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	27
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)	8
No. of part-time staff (17-34 hours per week)	7
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.	8am-1.30pm 3.30pm-9pm 8-3.30am - 1.30-9pm 8am-9pm
---	--

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
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	5
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
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.	COSHH First Aid Covid 19 Disaster planning

Contractual Arrangements

No. of permanent staff	5
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)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	5
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	6
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH First Aid HACCP Covid 19 Nutrition Fire Safety Hand hygiene

Contractual Arrangements

No. of permanent staff	6
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)	3
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	6
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?	Yes
--	-----

List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer - To ensure that the grounds are well maintained and attractive to residents and visitors at all times. To ensure that all aspects of maintenance internally and externally at the home are kept to a consistently high standard in order to improve the appearance and ensure the smooth running of the home as well as conform with the health and safety requirements. To be responsive to the needs of on-call duties e.g bad weather difficulties, blockages, breakdowns etc. Office administrator - To provide administrative support to ensure the smooth running of the administration within the home.
Filled and vacant posts	
No. of staff in post	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
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.	Fire Safety COSH First Aid Covid 19 SOVA
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

