

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:	Hafal	
The provider was registered on:	21/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fronheulog Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	25/06/2019
	Responsible Individual(s)	Rhiannon Luke
	Manager(s)	Sophie Williams
	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	<p>Our Head of Workforce Development implements:</p> <p>Identifying:</p> <ul style="list-style-type: none"> *Learning and development plan co-produced by each staff member and manager. *Trends mapped from staff feedback, legislation changes, etc. and training calendar updated *Supervisions & Appraisals <p>Planning:</p> <ul style="list-style-type: none"> *Quarterly training calendar *Online booking system <p>Meeting:</p> <ul style="list-style-type: none"> *Qualified in house trainers. *Agored accredited learning centre *Virtual and face to face training *Social Care TV / iHasco
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We are an IIP employer who ensure the successful recruitment/retention of staff by:</p> <ul style="list-style-type: none"> *Living wage foundation pay rate with enhancements for weekends/unsocial hours. *Payment for travel time between visits, mileage expenses. *Re-imbursment of Social Care Wales / DBS fees *Staff benefits e.g. free breakfast and in house counselling & well being team. *Comprehensive training and career development opportunities. <p>Robust recruitment policies & procedures are implemented by our experienced HR dept</p>

Service Profile

Service Details

Name of Service	Fronheulog Care Home
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Telephone Number	01792816600
What is/are the main language(s) through which your service is provided?	English Medium
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?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	<p>Hafal encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Hafal's core values, embedded throughout the organisation.</p> <p>We gather feedback from clients via (ISO:9001 approved procedure):</p> <ul style="list-style-type: none"> *Face to face conversations with staff *Formal Reg 73 visits by our Registered Individuals *Anonymised questionnaires inc. Quality Care Evaluations *CIW Inspections *External ISO audits *Reviews of care plans *Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, etc. <p>Details on how to feedback including a dedicated how to make a complaint guide is provided in service user guides, within our statement of purpose, on notice boards</p> <p>Details of advocacy services are always highlighted and promoted</p> <p>Feedback is recorded and analysed through our continuous improvement log</p>

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
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	There is a small garden area at the back of the home. It is situated on the other side of the drive which leads to the parking facilities. The garden is slightly raised (30-60cm) above road height. It is accessible via a sloping path (which provides suitable access for wheelchair users which leads to a small patio area where residents are able to sit. The garden area contains a lawn, several trees and a variety of shrubs. EMI residents are escorted when outside the residence. Non EMI residents have freedom of access, as required.
Provide details of any other facilities to which the residents have access	There is a drive in/drive out of the property with a parking area. There is open access to the grounds so it is possible for others to access the grounds. The front of the site facing Ithon Road is secured by a low stone wall with an attached metal railing fence which combined is approx. 1.4m high. There is an opening to the main road for the driveway. The rest of the site is secured by wooden panel fencing (approx. 2m).

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.

Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular membership packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).

Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework.

Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.

Statement of Purpose & Service User Guide(s)- Service users are invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular intervals.

Care & Support Plans- Person centred support plans are produced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."

Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple."

Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly.

Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and the service.

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.

All clients undergo a comprehensive and detailed assessment to identify how the service can meet their needs with consideration given to our service provision and its inclusion/exclusion criteria

All prospective clients (and families) are provided with information about the service, a copy of the Statement of Purpose, the Service User Guide (easy read copies available), and a link to our website, which has additional information about our charity

Referred individuals are contacted to arrange a meeting so that a full assessment of needs and method of support which is recorded in the persons Support Plan, moving and handling risk assessment and environment risk assessment can be completed

Referred individuals & their families are invited to visit the service prior to them deciding on whether they want to receive support from Adferiad. In between placement offer and start date, the Manager will keep in contact with the individual, to reassure individuals and give them the opportunity to ask any questions

All clients in the service will have a detailed support plan, co-produced between worker and client, identifying their goals and objectives, set around SMART principles, this includes specifically looking at physical health and mental wellbeing

Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, etc. This includes ensuring individuals are registered with health services such as GPs and Dentists

Each client will have a Home File when their support commences. This file includes their Support Plan, Risk Assessments, Service User Guide, Complaints Procedure, Local Advocacy Services, Change of Circumstances Forms and Daily Log Contact Sheets for staff to complete

There will be regular reviews with each person to ensure that their Care & Support Plan, Risk Assessments are accurate and reflect the needs, how they want to be supported, strengths of the person and outcomes of the daily support. Each individual and their families (if they wish) will be given every opportunity to discuss their care & support, feedback on the staff and service we deliver. This information will be evaluated and any changes that need to be made will be cascaded and implemented across the service

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

Safeguarding is everybody's business, Hafal have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority

Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles & responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three years).

Further actions relating to safeguarding include:

- All-Wales Safeguarding App downloaded on staff work devices
- Managers trained in local authority safeguarding processes and paperwork.
- Adferiad delegates on the MARAC Representation Board.
- Infection control training, policies, and procedures
- Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice.
- Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval).
- Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We hold Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.)
- Clear reporting and escalation process for clients and staff to feedback on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate.
- All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe.
- Local advocacy (including complaints advocacy) made available to individuals and families.

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

The Hafal team support personal outcomes driven by the person's aspirations – accepting they are unique to the individual person and their life

Goals and aspirations identified in the care plan must be

- Realistic – it can't be the same as it was, so how can I adapt, manage, remain hopeful and feel in control?
 - Achievable – what strengths have I got to deal with the future?
- What resources do I have within myself, my family, friends, and community?

- Meaningful – addressing the person's real concerns and dilemmas
- Evolving and changing – accepting that nothing stays the same.

Every aspect of a patient's life influences their state of wellbeing and treatment outcomes, and therefore the environment. 1:2:1 work, group delivery/ mutual aid and associated activities are all aligned to maximise opportunities for the patient to;

- Network of close friends
- Improve family relationships
- To have the opportunity for an enjoyable and fulfilling career / training or volunteering opportunities.
- To have enough money to live
- To have regular exercise
- To have a nutritional diet
- To have enough sleep
- To partake in spiritual or religious beliefs
- To identify fun hobbies and leisure pursuits
- To improve self-esteem
- To develop an optimistic outlook
- To develop sense of purpose, identity and meaning
- Have the ability to adapt to change and be prepared for life challenges

Managers and the responsible individual continually evaluate what "outstanding support" looks like and is summarised by our aspirations to ensure that people have access to preventative interventions that improve mental and emotional health.

The vision, mission and values of the charity underpin, our drive for excellence and innovation, delivering exemplary care within our residential services. This includes significant investment into the environment of the service.

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)	0
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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?	No
	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	