

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:	Harbour Healthcare SW Limited	
The provider was registered on:	01/06/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Erin	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/06/2020
	Responsible Individual(s)	Karen Davies-Read
	Manager(s)	Crystal Graham
	Maximum number of places	87
	Service Conditions	There are no conditions associated to this service
	Ty Gwynno	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/06/2020
	Responsible Individual(s)	Karen Davies-Read
	Manager(s)	Rebecca Harkus
	Maximum number of places	46
	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	Ty Eirin & Ty Gwynno has an electronic training database "YourHippo" an accessible dashboard -access available to Home managers and senior management for overview of training. Both homes are above the minimum requirement. at 92% and 99% respectively. Additional training includes, Sepsis, pressure area, dementia and Parkinson's and palliative care via RCT and All Harbour Healthcare homes will see the company wide role out of the Dementia Interpreter course for ALL employees in 2023.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Harbour Healthcare has developed a recruitment tracker to organise and promote recruitment. both homes are staffed appropriately and are not reliant on Agency. A robust induction process is in place as is training. There is also an overseas staff licence and recruitment is in place for overseas Nursing staff. Staff retention levels are good without concern. staff at the homes are mainly long standing members of the staff teams

Service Profile

Service Details

Name of Service	Ty Eirin
Telephone Number	01443675010
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	The service promotes the Welsh language with weekly welsh language meetings with residents and staff. All our visitors can also join in. We have bilingual paperwork available on request.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	154
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Fees Charged

The minimum weekly fee payable during the last financial year?	840.08
The maximum weekly fee payable during the last financial year?	877.16

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Consulting people about the Organization during last year was through relative and resident meetings, the quarterly care plan reviews with NOK/the resident and through social media updates and information. The home has a Facebook page for residents families and friends.

Service Environment

How many bedrooms at the service are single rooms?	87
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	87
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	6
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	There are 3x garden patio areas at Ty Eirin which have access for all disabilities from all units. where residents, families and friends can meet and have light beverages There are surrounding grounds that residents like to walk around and spend time outside with their families or friends relaxing and having light beverages and the home ran regular excursions .

Provide details of any other facilities to which the residents have access	Ty Eirin has a Day Centre where the majority of the larger activities take place such as musical events, support meetings and family gatherings and it is used for larger gatherings such as Christmas parties, Easter celebrations and summer/Christmas fetes. The home has a palliative care room which is available for family members to use to stay overnight, have a meal/ beverages or freshen up. There is a hairdresser/barber facility and a room is currently being decorated as a public house with equipment such as darts, snooker, cards and domino games, dependent on resident choices. The home has been developing the communal areas on each of the units. The home has access to a minibus for external excursions, to local events or day trips out and community visits.
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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	Yes
List 'Other' forms of non-verbal communication used	Signage, photographic menus, activity picture albums, memory boxes and individual photographs on bedroom doors and photographs of staff on duty. Moments that matter board to show events completed.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	The resident advocate holds resident meetings every month. Minutes are recorded and issues/concerns are recorded and actions taken as identified. resident dining experience surveys are being completed monthly. Dining comment books are also available in the dining areas for residents to complete. This looked at by the chef and manager. Quarterly care plan reviews are held with the NOK or residents where care plan reviews/updates are recorded
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 an example of our work at Ty Eirin A personal physiotherapist helps residents to improve their mobility. Residents are now able to walk short distances following the programme. Activities are arranged individual residents choice/s. Activity planning is discussed in resident meetings and decisions are made jointly on meaningful activities that impact on our residents and we endeavour to provide that activities of choice.
The extent to which people feel safe and protected from abuse and neglect.	Residents have expressed feeling happy and well cared and secure at Ty Eirin. This is evidenced in care reviews compliment books and resident/family discussions with senior management and reported in 3 monthly and quarterly reports by the RI following discussions with residents family members and visiting professionals.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Prior to any admission to Ty Eirin residents are assessed for placement to ensure they are being admitted into the right area of care provision. Nurse assessors carry out 6 monthly reviews to ensure ty Eirin is still meeting the residents needs on the unit they are on. Care plans are discussed quarterly with the NOK / resident to ensure that the care plans are person centred and current in respect of their needs. A residents Matter board is on display in the reception to show residents that have achieved their 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) 126

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	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Parkinson's awareness CPR practical Palliative care Sepsis diabetes pressure care	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
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	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	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	parkinsons sepsis dementia cpr practical
<p>Contractual Arrangements</p>	
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)	2
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	2
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?	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	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	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	parkinsons pressure care diabetes sepsis
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)	3
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 social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care 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	68
No. of posts vacant	2
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	39
Health & Safety	68
Equality, Diversity & Human Rights	68
Infection, prevention & control	68
Manual Handling	68
Safeguarding	68
Medicine management	68
Dementia	68
Positive Behaviour Management	0
Food Hygiene	68
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPR practical dementia parkinsons
Contractual Arrangements	
No. of permanent staff	52
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	16
No. of Non-guaranteed hours contract (zero hours) staff	16

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)	15
No. of part-time staff (17-34 hours per week)	30
No. of part-time staff (16 hours or under per week)	7
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 shifts are 7am-7pm early 7am -3pm night 7pm-7am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	50
No. of staff working towards the required/recommended qualification	18
Registered nurses	
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	14
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPR Sepsis Fire Marshall First Aid Catherization venapuncture
Contractual Arrangements	
No. of permanent staff	12

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	2
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)	9
No. of part-time staff (16 hours or under per week)	2
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.	7-7pm 7-3pm 12-7pm 7pm - 7am
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	11
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	2
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	parkinson dementia diabetes sepsis pressure care palliative care
Contractual Arrangements	
No. of permanent staff	11
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)	8
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.	7am-7pm 7am-3pm 12-7pm 7pm-7am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	50
No. of staff working towards the required/recommended qualification	18
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Activity webinars Fire Marshall Dementia Parkinson's
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)	1
No. of part-time staff (17-34 hours per week)	2
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.	9-5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
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	14
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	5
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	0
Dementia	14
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire marshal dementia

Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	2
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)	12
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	14
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	8
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	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid fire marshal
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	2
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)	4
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	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.	Maintenance officers
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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall
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)	3
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Ty Gwynno
Telephone Number	01443408848
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 language sessions with residents' and staff following the Welsh Active offer every Wednesday at the service.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	64
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Fees Charged

The minimum weekly fee payable during the last financial year?	710.00
The maximum weekly fee payable during the last financial year?	717.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly resident & relatives meetings; Resident & Relative notice board for information. Residents & Relatives (if agreed) are involved in 3 monthly care plan reviews. The RI carries out regular visits speaking with residents, families, visiting professionals and staff members and completes a report 3monthly report and 6 monthly quality reports are completed.

Service Environment

How many bedrooms at the service are single rooms?	46
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	6
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	Ty Gwynno has a large secure patio area that residents can access with seating areas the patio has a number of plants and shrubs . Families use this area in the summer months to visit their relatives and enjoy meals or drinks.
Provide details of any other facilities to which the residents have access	The residents have access to a weekly gentleman's club , weekly access to a hairdresser and barber. There is a train passenger experience located in the main foyer. The Home has Minibus for external excursions.

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	Yes
List 'Other' forms of non-verbal communication used	Signage, photographic menus, activity pictures, individual photographs on bedroom doors. Photographs of staff on duty. Moments that matter board showing events completed. Dreams & Wishes information

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Within our care home we ensure that from admission person centred care plans are developed, to ensure we are able to deliver appropriate care that respects the individual's wishes and care needs. We are able to derive from these care plans how to formulate a personalised approach. We complete resident of the day on a monthly basis, which will cover all departments within the home, therefore the individual can discuss general care, meals, housekeeping, activities and maintenance. From this we can update our care plans and implement any changes if necessary.</p> <p>Resident's meetings are held monthly. This allows the opportunity for the resident's to discuss any areas they would like to see improved, what they have enjoyed, and to give us suggestions. Following this meeting the team will then address any areas that can be improved upon. We aim to work in the least restrictive way possible, and enabling the individual is important to us. The Dreams and wishes initiative that we have started, allows for each individual within our care to achieve one of their most important wish. We strive as a home to make this wish happen.</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>In order to maintain an individual's ongoing health, we ensure regular contact with the involvement from the MDT. Weekly involvement maintained through GP ward rounds, which allow for continuity and regular monitoring of medication and general condition. Wellbeing is a very important aspect within our home. Encouraging residents to engage in activities is an important area to address. Our extremely pro active activities coordinator ensures that there an array of activities available. Activities such as tai chi, armchair aerobics are encouraged to provide exercise for the residents. On warmer days, the residents are encouraged to sit in the garden for Vitamin D. Care plans and risk assessments are updated on a monthly basis or sooner if required.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Ty Gwynno is a very transparent service who responds proactively to any concerns raised. It is our usual process as a home to report any incidents such as serious injuries (fractures), medication errors, pressure damage initially by raising an incident form. There is always clear communication between the team and the Home Manager which will allow for a clear decision to be made if this meets a safeguarding referral. Where a referral is made, verbal duty of candour is completed with the next of kin/ POA, to ensure transparency and accuracy of this incident. These conversations are then clearly documented within our electronic system. For every safeguarding a CIW notification is completed in a timely manner. Within Harbour Healthcare we have a safeguarding portal. When referring a case to safeguarding we also send to our safeguarding portal. This will then trigger our Governance and Compliance team to have oversight of any referrals, and in some cases may highlight additional measures that may need implementing. As a Home Manager I then input the details within the Safeguarding tracker. This allows a robust system and is a prompt to ensure all aspects have been addressed. Where it may be necessary a lessons learnt will be implemented, this may be in the form of supervisions, discussions in team meetings, or addressing deficits in training. In February 2023 7 staff members attended Level 3 safeguarding training. These team members are identified as our Safeguarding leads within the home. 4 team members also attended Level 2 safeguarding.</p> <p>In order to evidence that residents feel safe we ensure that each resident has a robust, person centred care plan in place. They are tailored around the choices and wishes of each resident. Input is often sought from relatives to gain additional pertinent information. Our care plans work alongside our Risk assessments. Our risk assessments are a structured assessment which identify risks, and then our reviews identify what the home implement to minimise the risk.</p> <p>We hold monthly residents meetings. This allows the opportunity for those attending to express their needs, wishes and concerns. This is a documented meeting which allows the Home Manager to identify if there are any areas than need to be actioned. We have implemented three resident advocates within the home, and this allows the advocates to discuss any area of concerns that may have been communicated to them. Our eLearning ensures mandatory compliance</p>

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

Within this period we have implemented 3 resident advocates. This allows for these nominated individuals to discuss and raise topics that are important to them and their fellow residents. Monthly resident meetings are held, which discuss relevant topics and allow the residents to have their voices heard. The resident is at the forefront of our priorities therefore any suggestions such as trips, food likes/ dislikes are listened to and acted upon. In addition both units complete the Resident of the day. This incorporates each department, such as the nurses/ SCA, kitchen, maintenance, housekeeping and activities. This again allows the resident the opportunity to discuss anything they wish added to their care plan, or anything they wish to change.

We are actively offering the Welsh offer. This is embedded within the home. It is a weekly Welsh Wednesday event where different aspects of all things Welsh are discussed. We have a Welsh board in the dining room with some popular foods/ drinks which is a guide for the team to ask residents what they wish for meals/ drinks. We currently have Welsh speakers within the home. One resident living with Dementia, who has engaged well in this. Despite his confusion, Residents are animated during this session, and are happy to correct the way in which things may be pronounced!!

We have introduced an important initiative this year which has been "Dreams and Wishes". This is in effect is a bucket list where we want to fulfil a personal choice for each resident. This will allow an individual to feel positively supported in their wishes.

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) 24

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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Level 3 , Catheterisation Life Vac , Oral care

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?	Yes
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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	1
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catherization , LifeVac, L3 safeguarding.

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	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	LifeVac, Venepuncture, safeguarding level 2 & 3

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)	7
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 to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	Yes
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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	31
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	6
Health & Safety	31
Equality, Diversity & Human Rights	31
Infection, prevention & control	31
Manual Handling	31
Safeguarding	31
Medicine management	0
Dementia	31
Positive Behaviour Management	0
Food Hygiene	31
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Life Vac

Contractual Arrangements

No. of permanent staff	31
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	20
No. of part-time staff (16 hours or under per week)	3

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.	730 am to 730 pm 730pm to 730 am 730 am to 130pm
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	4

Registered nurses

Does your service structure include roles of this type?	Yes
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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	2
No. of posts vacant	2
<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	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Life Vac Catheterisation male and female Venapuncture Safeguarding Level 3
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</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.	730am to 730pm 730pm to 730am
<p>Senior social care workers providing direct care</p>	
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	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Level 2 and 3 Life Vac Venapuncture

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)	7
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.	730 am to 730pm 730pm to 730am 730 am to 130pm
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
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
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Domestic staff

Does your service structure include roles of this type?	Yes
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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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes
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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	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	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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)	1
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	3
No. of staff working toward required/recommended qualification	1
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 x 2 staff: Maintaining health and safety within the home. Maintaining the interior and exterior of the home. Home administrator: Financial aspect of the home. Recruitment.
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	1
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0