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:	Hawthorn Court Care Ltd
The provider was registered on:	20/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Hawthorn Court Residential Care Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/11/2018
Responsible Individual(s)	Bethan Evans
Manager(s)	Teri Michelle Edwards
Maximum number of places	24
Service Conditions	There are no conditions associated to this service

Ocean Living Residential Care Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/11/2018
Responsible Individual(s)	Bethan Evans
Manager(s)	Sophia Romano
Maximum number of places	15
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	- Staff undertake mandatory training modules, irrespective of skills/experience. - For broader training, the line-manager discusses this in supervision meetings. They monitor staff performance, so that other development needs can be identified. - Training is planned on an individual and group basis – it's a mix of e-learning modules, in-person and practical sessions. - We access training by LAs and others. - We provide mentorship 'on the job', to develop skills, understanding and confidence.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	To recruit staff, we use various methods of attraction including, Indeed.com (website), Facebook, word of mouth, agencies, local job fairs etc. We carry our robust clearance checks on staff offered positions. To retain staff, we provide effective supervision, consistent support and strive to offer added benefits (e.g. long-service awards, health cash plans). We thank staff for their contribution and recognise staff performance and loyalty – recognising that our staff are our greatest resource.

Service Profile

Service Details

Name of Service	Hawthorn Court Residential Care Home

Telephone Number	01792201427
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	We employ a few staff who are able to speak Welsh and they use this language to communicate with residents, when appropriate. The RI is a Welsh speaker and communicates in Welsh with others when visiting the Home. We use/say some simple Welsh phrases within the Home and occasionally, staff will sing songs in Welsh with some of the residents.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35

Fees Charged

The minimum weekly fee payable during the last financial year?	658.00
The maximum weekly fee payable during the last financial year?	975.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We plan to carry out a consultation exercise in April, 2023 where we'll consult with the people who use the service (and their families), about the operation of the service. Consultation will be carried out by means of formal questionnaire – with the option for people to speak directly with senior staff should they wish. (We acquired this Home at the end of July, 2022 – and felt that by April, the people who use our service – and/or their representatives – would have sufficient experience of our involvement to provide us with feedback). In addition to this formal (annual) consultation, people who use our service are able to discuss their experiences with the Home Manager at any point and also, with the Responsible Individual (RI) when they visit the Home. When the RI visits the Home to Carry out their formal RI visits (Reg 73/Reg 80), they ensure that they speak with people who use the service to understand how they are feeling and to see if there are any concerns or positive feedback.

Service Environment

How many bedrooms at the service are single rooms?	20
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	22

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 large rear courtyard, which has tables and chairs for residents (and their visitors) to make use of. There is a front garden, which has benches for people to sit on, and has views over Swansea/Mumbles Bay.
Provide details of any other facilities to which the residents have access	In addition to their bedrooms, lounges, dining room and outside spaces, there is a large conservatory for residents to make use of. The conservatory has comfortable seating and small tables.

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.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals. We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in December, 2023. As part of this visit, the RI considered whether or not 'people feel their voices are heard, they have choice about their care and support and opportunities are made available to them'. In speaking with the Home Manager and the team, it was clear that they felt this to be a key responsibility of theirs. I observed the team consistently promoting choice for individuals and actively listening to residents during all discussions. As an example to highlight this, one or two residents had made comments about the televisions within both lounges, saying that they would like to be able to access a wider range of tv channels on them. As a result of this direct feedback, the company purchased two new televisions; each having built-in Netflix, Freeview etc. Residents were clearly pleased with this, when the new TVs arrived. In discussing the matter of choice and listening to individuals with the Home Manager and their team, all agreed that whilst there were many good examples of this happening, all agreed that further improvements could be achieved. The Team agreed to focus on the following areas moving forwards: - For staff to proactively seek out opinions or foster discussions with those residents who tend to be quieter or who don't actively seek out engagement, just to check that they are well and content; - The Home Manager would keep this as a discussion point in Staff Meetings and individual supervision meetings with team members, to ensure that it remained at the forefront of the minds of all staff. In light of the above and in recognising that some individuals residing at Hawthorn Court have impaired mental capacity, staff consistently demonstrate that they do listen to the voices of those individuals within our care and support and encourage them to make informed choices wherever allowed. We will retest this in our Quality of Care consultation with all Stakeholders.
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.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals. We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in December, 2023. As part of this visit, the RI considered whether or not 'people are happy and supported to maintain their ongoing health, development and overall wellbeing'. From regular visit to the Home and in light of discussions with the Home Manager and their team, it's clear that the priority is to deliver truly tailored, person centred care; recognising the impact that this tailored approach has on the wellbeing of individuals. In order to achieve this, a comprehensive assessment of needs is undertaken at the outset and staff strive to understand the abilities, support needs and aspirations of all individuals. As an example of good practice, when a resident with sight impairment was referred to the Home, we ensured that we supported them to engage with and attend any/all medical appointments. During one of these, it became apparent that their sight had deteriorated further and as such, their personal plan was changed to reflect this - whilst ensuring that the person's abilities were recognised fully and we supported them to maintain their levels of independence. The Manager felt that this approach worked well in maximising each individual's wellbeing however, there was recognition that we could further improve on the consistency of support provided in this way. To facilitate this, this was agreed to be discussed in a staff meeting, to be considered at staff supervision meetings, that Seniors would monitor staff delivery against this enabling approach and that on-the-job mentoring would be provided as required. Our assumption of this will be tested when we undertake our Quality of Care consultation, with all Stakeholder, in 2023/24.

The extent to which people feel safe and protected from abuse and neglect.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.
	We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in December, 2023. As part of this visit, the RI considered whether or not 'people feel safe and protected from abuse and neglect'.
	As a foundation for ensuring this, we re-trained all staff (i.e. many did refresher training modules) in Safeguarding after acquiring this Home at the end of July. We believe that if staff understand their role and responsibilities as far as safeguarding vulnerable adults within our care, they will be able to respond appropriately.
	This training is further embedded in discussions within staff meetings and individual supervision meetings with their line-manager.
	Another example of staff ensuring that individuals are not at risk of neglect, is that whilst some residents choose to spend some time within their own room and not with others in the communal areas, staff regularly go to check-in on individuals within their rooms, to see if they are comfortable, safe and whether or not they need support.
	In order to ensure that this is position is maintained, all new staff must complete this training and equally, the Manager will cover all aspects related to this within their Induction.
	Our assumption of this will be tested when we undertake our Quality of Care consultation, with all Stakeholder, in 2023/24 - when we will understand whether the residents that we support, their families and other professionals believe that we appropriately support people in this way.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.
	We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in December, 2023. As part of this visit, the RI considered whether or not ' people live in accommodation that best supports their wellbeing and achievement of their personal outcomes'.
	The Home is well established within its community and the environment provides many spaces which can be utilised to support the needs of individuals. In addition to each Resident's own space within their bedroom, there are two communal lounges for them to use, a dining room and a large and bright conservatory.
	Equally, there are some outside spaces which afford the opportunity for individuals to sit outside (including with staff support), if they so wish.
	Since acquiring the Home, in the last few months we have re-decorated the two communal lounges, the conservatory and dining area - this has resulted in a cleaner and brighter space for residents to relax within. Equally, the garden area and driveway have been cleaned and hedges trimmed.
	Further, we have upgraded some areas within the kitchen; i.e. replaced full flooring, which has improved the cleanliness and hygiene within this area.
	When bedrooms have become empty, we have redecorated and refurbished these rooms - by the end of March, we had redecorated 8 of the rooms.
	Finally, we have purchased some new communal equipment (e.g. 2x new televisions) which have served to improve the comfort and functionality of these areas.
	Moving forwards, we will continue with this redecoration in the remaining areas of the Home.
	Our assumption of this will be tested when we undertake our Quality of Care consultation, with all Stakeholder, in 2023/24.

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)	17

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	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.	

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

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	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	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.	Senior Care Workers will also undertake specific training which is relevant to meeting the needs of residents within our care; e.g. Mental Health, Communication Skills etc.

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

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.	Typical shift patterns are as follows: Morning Shift: 06am - 14.00pm. (At least 3 staff in total; i.e. not just senior care staff working on shift. Wherever possible, there will be x1 Senior Carer on each shift). Afternoon Shift: 14.00pm - 22.00pm. (At least 3 staff in total; i.e. not just senior care staff working on shift. Wherever possible, there will be x1 Senior Carer on each shift). Night shift: 22.00pm - 06.00am. (At least 2 staff in total; i.e. not just senior care staff working on shift. Occasionally, there may be x1 Senior Carer on each shift).

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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	19
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	9
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	17
Dementia	8
Positive Behaviour Management	0
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care staff also undertake any relevant resident specific and more generic training, relevant to their role. This can include Communication, End-of-Life, Person Centred Care, Fire Safety, Mental Health etc.

> Contractual Arrangements

No. of permanent staff	19
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)	18
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.	Typical shift patterns are as follows: Morning Shift: 06am - 14.00pm. (At least 3 staff in total; i.e. this may include a senior carer working on shift). Afternoon Shift: 14.00pm - 22.00pm. (At least 3 staff in total; i.e. this may include a senior carer working on shift). Night shift: 22.00pm - 06.00am. (At least 2 staff in total).

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4

Domestic staff	
Does your service structure include roles of this type?	Yes

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	4
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
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.	

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)	0
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	2
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
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

Other types of staff

Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ocean Living Residential Care Home

Telephone Number	01792367766

What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	We employ some staff who are able to speak Welsh and they use this language to communicate with residents, when appropriate. The RI is a Welsh speaker and communicates in Welsh with others when visiting the Home. We use/say some simple Welsh phrases within the Home.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	18

Fees Charged

The minimum weekly fee payable during the last financial year?	700.00
The maximum weekly fee payable during the last financial year?	975.00

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We plan to carry out a consultation exercise in April, 2023 where we'll consult with the people who use the service (and their families), about the operation of the service. Consultation will be carried out by means of formal questionnaire – with the option for people to speak directly with senior staff should they wish. (We acquired this Home at the end of July, 2022 – and felt that by April, the people who use our service – and/or their representatives – would have sufficient experience of our involvement to provide us with feedback). In addition to this formal (annual) consultation, people who use our service are able to discuss their experiences with the Home Manager at any point and also, with the Responsible Individual (RI) when they visit the Home. When the RI visits the Home to Carry out their formal RI visits (Reg 73/Reg 80), they ensure that they speak with people who use the service to understand how they are feeling and to see if there are any concerns or positive feedback.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small patio area to the back of the Home but at present, this is not easily accessible. there is a small patio area at the front of the Home, where there are seating areas for residents to make use of. The front of the Home looks directly over Swansea (Mumbles) Bay.
Provide details of any other facilities to which the residents have access	Residents have large and bright bedrooms, each with an ensuite within it.

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. | At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.
We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in November, 2023. As part of this visit, the RI considered whether or not 'people feel their voices are heard, they have choice about their care and support and opportunities are made available to them'.
In discussing this with the Deputy Manager and other staff on duty, it became apparent that they strive to consistently listen to residents within the Home and focus on supporting them to make choice and work towards their aspirations. During this and other visits to the Home, it was evident that staff engage positively with individuals; they do not make assumptions and they listen to what they are told. I have consistently seen staff check-in with residents - both those within communal areas and within their own rooms; to ask if things are okay or if anything is needed. As examples, and during the formal Quality of Care visit, I heard staff ask Residents about their choices around menu options for lunch, what they would like to watch on the TV etc.
Communication was seen to be very much a two way process and always very pleasant and engaging.
During the formal visit in November, 2022 I agreed with the Deputy that we could strengthen this further, by way of ensuring that we conducted a formal consultation with not only residents, but also their family and other professionals involved in their care; to fully understand how well they believe that we listen to their voices and are supportive of their choices. This will be done in early 23/24. |

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.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.
	We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in November, 2023. As part of this visit, the RI considered whether or not 'people are supported to maintain their ongoing health, development and wellbeing'.
	From discussions during my visits to the Home it is clear that staff always strive to support individuals to maintain their ongoing health and wellbeing. It was clear that following a meeting that the RI had with a resident and their representative (discussing the resident's health and how they would like to be supported to improve some aspects) during the year, and the subsequent discussion with the Deputy and the staff team, that the team had continued to provide the appropriate support to progress things in the way agreed. This had a positive impact on the resident and their overall wellbeing.
	From discussions with residents, it's clear that they feel that generally, they do receive the support that is needed; they regularly share very positive comments around the support they receive from staff members.
	However, we are acutely aware that further improvements can always be made. In line with this, the RI has discussed with the Manager the need to ensure more robust review of all care documentation, making sure that all healthcare and general support needs are covered - and that staff consistently review these on a regular basis. Progress against these improvements will be monitored over the coming months and any other potential improvements will be pursued.
	We are committed towards delivering bespoke and individually tailored care and support and equally, in operating within a culture where we actively seek continuous improvement.
The extent to which people feel safe and protected from abuse and neglect.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.
	We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in November, 2023. As part of this visit, the RI considered whether or not 'people feel safe and protected from abuse and neglect'.
	Staff are fully trained in Safeguarding and received refresher training at least on an annual basis. This supports them to ensure that individuals are helped to feel safe and protected from abuse or neglect. Within the training provided, staff are supported to understand their role and responsibilities in relation to keeping people safe and free from abuse/neglect and also, to understand what practical steps they should take to ensure appropriate processes are followed.
	When visiting the Home, it is apparent that staff 'live' their responsibilities in this area, as they continue to protect vulnerable adults within our care.
	To further embed an appropriate culture around this, the Home Manager will discuss aspects relating to safeguarding during staff supervision meetings and/or staff meetings. This provides an opportunity for staff to seek any clarification and also, to build their confidence so that if there is a need to implement anything, they have the understanding and confidence to do so.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals. We only acquired this Home at the end of July, 2022 and the RI conducted a formal Quality of Care Review in November, 2023. As part of this visit, the RI considered whether or not 'people live in accommodation that best supports their wellbeing and achievement of their personal outcomes'. The location of Ocean Living is idyllic; it sits on the seafront, over looking the Swansea/Mumbles Bay. There is a seating area outside of the Home which provides an opportunity for residents to sit and look out over the Bay. From speaking with Residents, they consistently say that the location is lovely and that this helps them feel better, when looking at the views (even if from inside the Home). Each bedroom is large and comfortable, with its own ensuite and equally, there is a pleasant dining room and communal lounge - which many residents make regular use of. Since acquiring the Home, we have made some improvements to the internal facilities and decor; including upgrades in the kitchen, boiler upgrades etc. Our maintenance programme is such that we will continue to invest in refurbishment and renewals within the Home over the next months and years.

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)	11

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	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.	As we introduced a new Manager into this role during March, 2023 this individual had access to some other formal and informal training opportunities; including managing people, managing absence, understanding of the responsibilities within the role of management etc.

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

> 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.	Senior Carers will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. Further, Senior Carers will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager in the running of the Home.

> 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

> 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.	Typical shift patterns are as follows: Morning Shift: 08.00am - 14.00pm. (At least 2 staff in total on shift; i.e. the senior carer is one of these staff members, when they are on shift). Afternoon Shift: 14.00pm - 22.00pm. (At least 2 staff in total on shift; i.e. the senior carer is one of these staff members, when they are on shift). Night shift: 22.00pm - 08.00am. (x2 staff on duty. This includes one person on a sleep-in and another person doing a sleep-in).

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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	11
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	6
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff will also undertake any resident specific training, as required. This may include training mental health, communication skills etc. In addition to this, staff will have the opportunity for some mentoring on-the-job, enabling them to develop their skills and confidence.

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)	3
No. of part-time staff (17-34 hours per week)	6
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.	Typical shift patterns are as follows: Morning Shift: 08.00am - 14.00pm. (At least 2 staff in total). Afternoon Shift: 14.00pm - 22.00pm. (At least 2 staff in total). Night shift: 22.00pm - 08.00am. (At least 2 staff in total; i.e. one is awake for their shift and the other is on a sleep-in shift, so they can respond, if needed).

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	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	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	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.	

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)	0
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	1
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	2
No. of posts vacant	0

> Training undertaken during the last financial year for this role type.
>
> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
No. of staff who have the required qualification	2
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?	No