

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:	Hengoed Park (Swansea) Ltd	
The provider was registered on:	21/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hengoed Park Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	21/01/2019
	Responsible Individual(s)	Desmond Davies
	Manager(s)	Nina Yapp
	Maximum number of places	149
	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	during the past year all mandatory training has been on our E Learning platform
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	HR and a company director take responsibility to ensure recruitment processes are followed in line with regulations and systems are in place for induction and supervision shifts which an identified staff 'buddy' team assist with

Service Profile

Service Details

Name of Service	Hengoed Park Care Home
Telephone Number	01792 797245
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	211
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Fees Charged

The minimum weekly fee payable during the last financial year?	746.50
The maximum weekly fee payable during the last financial year?	1044.32

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident and relatives meetings Invitation to speak with senior staff letters e-mail telephone calls social media Relative questionnaire Resident questionnaire Senior Management visible on the units Letters out to family to inform of infection control, visiting etc. All formal complainants received complaints and concern policy with by e-mail or post

Service Environment

How many bedrooms at the service are single rooms?	147
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	147
How many bathrooms have assisted bathing facilities?	142
How many communal lounges at the service?	8
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	6 terraces nature park
Provide details of any other facilities to which the residents have access	Coffee shop cwtch gym seats in Football stadium Hengoed Park bus for trip/appointments

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Specialist hearing device. Whiteboard for communication. Large screen computers used for activities.

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.

The Quality of Care Review has demonstrated that Resident Questionnaire has asked about care, environment, dignity, respect and how we can make things better for the individual. I am aware that an action plan is in place to address any issues raised from the 22 people who responded.

Residents meetings are open for general discussion and updates on events in the care home. I am aware that residents tend to share their concerns immediately rather than wait for meetings.

1:1 conversations happen every day. People have a choice by visual menus', this is borne out by the high number who have expressed satisfaction with meals

Residents stories tell us about their life before coming to live with us and then what it is like living in the care home. I am pleased that they have been included in 3 monthly reports and discussed in management meetings.

I am aware that people are invited to walkaround prior to deciding to live in Hengoed Park, at that time they can also experience the shared spaces and food.

"About me Booklet" is completed on admission and this is a valuable tool for gaining information on background and wishes for the future.

Life story and photographs are used with permission, this is a way of friends and family seeing their loved one when they cannot visit on the Facebook page

Choice is indicated on the front page of person centred software

Involvement in care planning and positive risk assessment to allow as much independence as possible. As RI I am satisfied that the voice of residents is heard in the company.

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.

This is achieved by using outdoor spaces. Those who are able are encouraged to have outside visits with family.

Residents are encouraged to complete questionnaires which explore their satisfaction with care and services provided.

Working with two GP surgeries provides consistency for staff and residents know when the GP holds a surgery in the care home. Where possible, residents are able to manage own medication.

The activities team coordinate a weekly programme of physical, mental and spiritual activities. Residents have use of a gym to maintain physical strength. The number of people attending sessions is maintained, where residents request activities these are sourced, this year an example has been a painter, and yoga teacher.

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

All staff complete safeguarding training as part of induction. Incident forms are on every unit. Risk assessments are undertaken with the resident or family.

Any incident is either internally investigated or reported via a VA1 to the safeguarding team in the Local Authority.

The care home has CCTV inside and outside the care home. Every room is equipped with a personal sensor.

All rooms have call bells and residents can also use a lifeline if requested.

Where there is a risk of falling, sensor mats are available and all rooms have high low beds.

For those with capacity who request additional security a room key is provided.

As RI I am assured that where there is a trigger of change from residential to nursing, residents and their families know that they will receive a comprehensive assessment to determine where their on-going care should be provided.

As RI I see health and safety audits and am assured of the quality of audit information. Complaints are discussed with learning evident in the organisation

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

Outside spaces are important for mental and physical well-being. In Hengoed Park residents have access to a nature park with animals, birds and lake.

Personal outcomes, including wishes are respected with care planning and risk assessments.

The care home bus takes residents on outings, football matches, visits to beach and for ice cream.

Personal items are encouraged in room, as memories and family photographs are important. We will allow personal pets who are able to live in the room with the resident. We put on activities that allow families to also be involved, for example singers and outside parties during the year.

Staffing levels within the care home are determined by dependency, during this year as the RII have invested in a stronger senior floor management team, Team Leaders over 24 hrs lead, support and advise teams. They all have medicines management training. Supervisors report to the Team Leaders, they walk the floors, monitor cleanliness, ensure dignity of residents and alert management to areas where maintenance is required. Two senior staff are manager's assistants, both are working towards a leadership and management qualification. They are visible managers available for staff, other professionals, residents and relatives. They have a role in training, identifying and sharing best practice and addressing areas where additional support is needed.

As RII am assured that every resident has a contract which is acceptable and meets their contractual and physical needs.

The last financial year has had a focus on developing internal and external spaces to improve the lived experience. Two large lounges were added with outside terraces. On the dementia floor a smaller lounge was made. On the top floor an outside terrace makes access to the roof area for residents.

The model of care changed from dual registration to primarily residential care. The process was difficult for residents who needed to move to nursing care and some staff who were fearful of change. The outcome has been positive with the staff questionnaire indicating an increase in the level of care provided to very good. Staff training continues as we empower Team Leaders to develop new skills and knowledge.

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
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type?	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
<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	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Soft signs NEWS Coaching and Mentoring Mental Health & Well Being Palliative Care Communication MCA Challenging behaviour Wound management Contenance Care First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	159
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	82
No. of part-time staff (17-34 hours per week)	71
No. of part-time staff (16 hours or under per week)	6
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	70
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	69
<p>Deputy service manager</p>	
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	2
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	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF working towards L4/5 wound care soft signs NEWS DISC management style Leadership training
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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 Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3

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	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	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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF L3 QCF L 2 Soft signs NEWS

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)	19
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	19
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	159
No. of posts vacant	7
<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	69
Health & Safety	159
Equality, Diversity & Human Rights	159
Infection, prevention & control	159
Manual Handling	132
Safeguarding	132
Medicine management	30
Dementia	138
Positive Behaviour Management	0
Food Hygiene	138
Please outline any additional training undertaken pertinent to this role which is not outlined above.	soft signs
<p>Contractual Arrangements</p>	
No. of permanent staff	159
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	82
No. of part-time staff (17-34 hours per week)	71
No. of part-time staff (16 hours or under per week)	6
<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.	07.45hrs-08.00hrs 20.00hrs-20.00hrs 08.00hrs-14.00hrs 14.00hrs-20.00hrs 26% work part time hours

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	70
No. of staff working towards the required/recommended qualification	69
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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	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)	0
No. of part-time staff (17-34 hours per week)	8

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
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	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Laundry x 5 Maintenance - general maintenance of care home x2 reception - telephonist. Office management x3 Dementia - advisory and training role x1 Quality and Standards - Governance Manager x1 Human Resources Manager - recruitment, Activities team - lead activities in the Care Home
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	1
<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	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	8
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Coaching and mentoring NEWS soft signs Palliative Care Providers Meetings Dementia Care West Glamorgan Managers Forum Strategic Programme for Primary Care
Contractual Arrangements	
No. of permanent staff	14
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)	8
No. of part-time staff (17-34 hours per week)	6
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	1
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