

# 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:	Lewis Jones Care Ltd	
The provider was registered on:	05/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gwynfa	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/12/2018
	Responsible Individual(s)	Annette Lewis
	Manager(s)	Bethan Sheppard
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
	Lewis Jones Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	05/12/2018
	Responsible Individual(s)	Annette Lewis
	Manager(s)	Bethan Sheppard
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All staff have an individual training matrix which identifies all training required and the dates for which is booked and then completed. The registered manager is responsible for the upkeep of the training files.</p> <p>Any specific training required for individuals over and above the statutory requirements is identified via supervision sessions and added into their training matrix.</p> <p>Training is bought in from Gwynedd Council and other independent trainers.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment procedures are carried out via advertising locally, via the job centre, by facebook community pages and by word of mouth.</p> <p>Staff are supported through supervision regularly and are able to bring up any concerns via the chain of management. Staff receive financial bonuses in recognition of their work.</p>

## Service Profile

### Service Details

Name of Service	Gwynfa
Telephone Number	01341241698
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	1061.81
The maximum weekly fee payable during the last financial year?	2691.88

##### 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?	Key worker sessions and informal discussions with staff. Social media Forums Meetings and events, Questionnaires.

##### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
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	Garden at back of property. Small paved area at the front of the house.
Provide details of any other facilities to which the residents have access	Shared kitchen. Upstairs accommodation with kitchenette.

##### 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.

All our service users have identified needs as requiring a lot of staff support in most aspects of their life. This means they receive a mixture of 2:1, 1:1 and shared staffing to meet these needs. This is fully flexible and can be changed as and when the need arises.

All service users have key workers. There are opportunities to work with preferred staff when possible. This promotes open discussions and enables the individual to discuss ways in which they feel their needs could be better met and this can then be acted upon.

All service users are involved in the planning of their individual programmes, weekly activity plans, weekly menus etc.

People have social workers who can be contacted for any reason - this may be to ask for extra funds (if they have advocates for example) or if they are unhappy about any aspect of their service.

Regular case reviews are held to which the service user is invited.

All care plans and individual programmes of any kind, are drafted in consultation with the service user and, usually, their social worker, and regularly updated by the manager or deputy manager.

There are many opportunities both local and further afield which can be accessed by the service users and they are made aware of these by the staff and offered the chance to attend events either with or without support where appropriate.

People within our service attend local social groups with the general community as well as specific group activities provided by the council through the well-being team.

Service users are given the opportunity to participate in the day to day running of the home. This is done through informal discussions with individuals. Individuals input into their own care plans and the services they receive. We receive feedback from them via the user satisfaction questionnaires.

Service users are given individual time each day with staff where they can give feedback and put forward suggestions on ways in which we can improve our service.

We use person centred planning which ensures that care plans and risk assessments are developed with the individual's preferences and needs at the forefront.

Service users are able to exercise their choice as to how they spend their day - participating in community activities, educational training, in-house activities etc.

Feedback from a service user resulted in a larger TV screen being bought for the communal lounge.

Future plans include exploring additional leisure/work opportunities to meet the changing needs.

<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>Ongoing health issues are addressed by the staff team in conjunction with the local health professionals and any specialists who may be involved in their care eg psychiatrists, psychologists. People with special health needs eg dietary requirements receive both professional advice and ongoing support from the staff to keep them healthy.</p> <p>We engage with our local community and support village events and businesses, and our service users are welcomed by this community.</p> <p>Person centred planning has ensured that this approach is applied to the compilation of individual care plans and risk assessments thus ensuring individual needs are met in all areas of health and well-being.</p> <p>Service users have newly engaged in a range of activities not previously offered. Llwybrau Llesiant organised events have included boccia league, canoeing, walking group, history group, adaptive cycling and many more. This has contributed enormously to the overall improvement in their opportunities to socialise, keep fit and healthy and improve their overall well being. We plan to continue and expand on this.</p> <p>Weekly planners enable service users to make their own informed decisions as to their activity programmes. Staff support individuals to compile these and are respectful of personal choices. Service users are involved in decision making within the home - meals, meal times, menus, shopping, cleaning schedules, trips etc.</p> <p>Gwynfa has an open door policy and family and friends are always welcomed in the home.</p> <p>Staff are flexible in their approach and will alter their shift pattern to coincide with activities, voluntary work, concerts, college courses etc.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All our policies and procedures reflect the need to ensure that our service users are kept safe at all times and are advised about possible outcomes to their behaviour if it might be considered unsafe.</p> <p>All individual care plans and risk assessments reflect the advice given to vulnerable people who have capacity and the possible outcomes if they choose not to follow this advice.</p> <p>Service users' records are factual, clear, secure and confidential and they can see these on request.</p> <p>The home's complaints procedure protects service user's rights enabling them to feel confident that any complaints will be taken seriously.</p> <p>Our service users are treated with privacy, dignity and respect and their views are always valued.</p> <p>The contact details of the directors and CIW are displayed in communal areas of the home and we have a whistle blowing policy which all staff, service users and their representatives are aware of and have copies. This is reviewed annually or more often if deemed necessary.</p> <p>New areas of staff training have been identified in order to ensure staff knowledge is developed in relevant areas. By continuing to collect and analyse feedback provided by service users we can act on suggestions in order to improve the services provided.</p> <p>Because we use a person centred planning approach and all service users are involved in their own plans, we hope to ensure that individuals feel valued and safe to express their views and that they are respected in their choices. Individual key worker sessions promote open discussion and enables the individual to discuss any options whereby their needs could be better met and this can then be actioned. These sessions are private and give the individual the space and time to express any concerns they may have in a safe manner.</p> <p>We have always encouraged open honest communication so that service users can freely communicate their views - this can be done in a number of ways whichever they feel comfortable with and allows the opportunity for any problems to be aired in a safe way.</p>

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

Gwynfa is a large detached house, within walking distance of the local village and facilities therein eg shop, pub.  
 All service users have individual rooms and lots of shared spaces in addition, so they can choose whether or not to interact with others or to remain in their own space, at any time.  
 People can choose their own decor, furniture, technology items such as ipads or computers, TVs etc.  
 People are supported to acquire items which they may need to complete particular activities/sports/events etc.  
 All maintenance work is bought in and carried out by qualified professional tradespeople in whatever field is necessary - all electrical equipment is PAT tested annually by a qualified electrician, boilers are serviced annually and so is all firefighting equipment.  
 Some painting and decorating has been carried out this year in communal areas and in staff sleep in rooms. Also the back garden has been landscaped to provide a more welcoming prospect and easier access and maintenance.  
 The house is large and spacious and service users can choose to socialise or not in many areas of the house as well as spend time alone in their own room. The open door policy means service users can invite friends and family into the house and choose whether to associate with other people or retire to the privacy of their own room.  
 There have been occasions when service users have requested to move to a different room, for example when someone has moved out, and we have facilitated this. For service users with mobility issues we offer a downstairs bedroom with en suite facilities.  
 Residents have a choice of TV channels, Sky, internet access etc and these are both communal and also in some rooms by their own choice.  
 All service users are given the opportunity to participate in the day to day running of the home - this includes cleaning schedules, shopping trips ( personal or communal), furniture/decor in communal areas as well as in their own rooms etc. A recent request has resulted in the purchase of a larger TV screen for the communal living room. This better enables all service users who wish to, to participate in socialising in this space.  
 Whilst it is recognised that there are certain legal requirements regarding information which has to be displayed in the home, we strive to promote a homely, welcoming atmosphere which is not in any way institutional.

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)

9

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training First Aid COSSH
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	2
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
<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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training First Aid COSSH
<p>Contractual Arrangements</p>	
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Lewis Jones Care
Telephone Number	01766512768
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	18.08
The maximum hourly rate payable during the last financial year?	18.08

##### 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?	Case reviews with social worker Consultations with family Annual questionnaires for the service users - completed by an advocate or family in the case of lack of capacity

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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>Our contract is for supported living for individuals with a learning disability 24 hours a day, 7 days a week. If a service user does not have capacity to make major decisions but is able to make some choices with regard to food and drink, clothing and activities etc then these abilities are focussed on by staff. They give some autonomy over certain aspects of life and by enabling service users to make choices the staff can ensure that a variety of opportunities are made available to them.</p> <p>Service users can opt to work with certain staff for certain activities and therefore associate staff with various activities, usually evident in the way they responds to their arrival on shift and the plans for that day.</p> <p>We are introducing a new programme of activities, indoor and outdoor this year. The service users used to attend the council local day services but this ceased during Covid and we now provide all the support. All staff are involved in initiating these and together with a senior staff member, evaluating their success or otherwise in order to decide whether to continue these or not. A service user can express feelings about these activities so the staff can take their reactions into account to ensure that their needs are being met.</p> <p>A person centred approach is used in all planning and this ensures that care plans and risk assessments are developed with the individuals' preferences and needs at the forefront.</p> <p>The programme includes community activities, meeting up with other local groups, educational training, participating in in-house activities etc.</p> <p>We are engaging with Anheddau Cyf, a local not for profit organisation, who provide opportunities for any local individuals with a learning disability to join groups and activities with them. This is proving very successful so far in increasing the range of activities for our service users to engage in.</p> <p>The plan for the future is to expand the opportunities as described above and as a team, evaluate their effectiveness with a view to planning ahead further. This will be done via individual meetings between staff, meetings between staff and management and feedback on behalf of the service users via family/advocacy services/social services and so on.</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>Person centred planning is the approach we use to ensure the developmental potential of service users. Individuals have key workers and opportunities to engage with staff in order to finalise activities and support which will lead to happy outcomes. All staff undergo training, both mandatory and anything extra which may be pertinent to a current situation. In particular this year the intention is to focus on positive behaviour management which will identify and build on areas in which the service users will achieve the maximum benefit.</p> <p>Service users' health is monitored by regular consultations with the local GP and any relevant specialist intervention which the GP may feel is required. If the service user does not have capacity the GP will use extra measures, for example, more in depth testing to ensure that all health matters are properly addressed.</p> <p>There is a good relationship with the community dentist addressing all matters dental.</p> <p>Service users are supported to follow a healthy diet and maintain a sensible level of physical activity where possible, to ensure their general health and well being is maintained. This includes the service user's input, at their own intellectual capacity, into menu planning and following a programme of both physical and social activities to preserve good physical and mental health. Again, this is measurable by using the person centred approach and monitoring and evaluating the results. All feedback is discussed and future planning can then be based on this.</p> <p>We are always looking for new ways to explore the progression and overall development of service users to enable them to lead fulfilled and happy lives whilst respecting their right to choice, privacy and dignity, and their right to refuse to participate if that is their wish. We are very involved in local community events and group activities provided by voluntary bodies and the council. Staff meetings and management meetings are held regularly to evaluate the progression of these and discuss upcoming opportunities.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a full complement of policies and procedures in place which ensures that the company meets all legal requirements in terms of health and safety, safeguarding, whistleblowing and complaints.</p> <p>All staff read and sign to say they have understood the policies during their induction training.</p> <p>The complaints procedure is included in the service user guide. The contact details of the Directors and the CIW Inspector are also available.</p> <p>Policies and procedures are updated at least annually, and with the advice of our Employment Law/Health &amp; Safety consultants, Citation.</p> <p>Our fire risk assessments and procedures comply with the requirements of the North Wales Fire and Rescue Service. Staff have training in emergency First Aid and there is a First Aid box in the kitchen. Any accidents are recorded in the accident record book.</p> <p>Maintenance is carried out by qualified tradespeople in order to meet the required standards.</p> <p>Further staff training in partnership with the Gwynedd Workforce Development Unit, is planned, for example in 'Supporting People who have a Learning Disability' and 'Mental Health'.</p> <p>Developing and building on staff training is one of the most important factors in how we plan to continually improve the quality of care, safety and protection from abuse /neglect, to meet the complex needs of our service users.</p>

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)

4

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	0
	Manual Handling	1
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid COSSH Infection Control and Prevention Medication Administration
	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	
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
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	First Aid COSSH Medication Administration Infection Prevention
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	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 to be registered with Social Care Wales as a social care worker

4

No. of staff working towards the required/recommended qualification

0

Other types of staff

Does your service structure include any additional role types other than those already listed?

No