

# 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:	Llewelyn Healthcare Group Ltd	
The provider was registered on:	10/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Meifod & Vicarage Court	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/10/2019
	Responsible Individual(s)	Nazmeen Arif
	Manager(s)	Gemma Jones
	Maximum number of places	40
	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	All staff have to complete core training online which are a set of courses depending on their role. All staff have to have manual handling training which is carried out by our own inhouse trainers. All staff receive refreshers when due. Training information is maintained in trackers which is reviewed periodically. we also liaise with the community nursing team to arrange specific training which they can offer to staff on site, fire marshall training and first aid training arranged externally
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use Indeed to advertise for staff depending on when we have vacancies. We also advertise through our carehome.co.uk listing if needed. On occasions we have also advertise through our facebook page. Since 2022 we have attempted to pay staff above minimum wage. We provide higher rates the more experience a person has and this has proved more effective

## Service Profile

### Service Details

Name of Service	Meifod & Vicarage Court
Telephone Number	01978447580
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Basic Welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	52
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### Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	768.75

### 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 have quarterly letters that go out to resident families to inform them of what has been done at the home. A family whatsapp group is used where we share photos and upcoming events at the home . We have tasters in place for service users to try when introducing new items on the menu. We arrange fund raising events at the home to encourage families and service users to socialise. We invite families to participate when any external event has been arranged for the service users. Managers and RI chat to families and service users on site to receive feedback and we use the Quality Questionnaire feedback to review any changes needed to be addressed

### Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	34
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There are two paved patio areas on the ground floor and lower ground floor which have seating, shaded areas, tables and potted plants. The ground floor also has a small summer house which is used by service users who smoke.
Provide details of any other facilities to which the residents have access	Hairdressing, chiropody, conservatory areas

### 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.

<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>The home makes every effort to ensure that service users are informed of choices available to them and what services the home can offer, which is why 93% of service users provided a positive response - Excellent (33%), Good (27%), and Fair (33%). 1 service user rated this 1 service user as Poor but did not provide a reason why, and one service user did not provide a rating. 91% of Service users are happy with the choices they are provided and the care they are given. 40% of service users gave a rating of Excellent, 26% gave a rating of Good, 27% gave a rating of Fair, 7% did not provide a rating for this. 100% of service users of the 15 responses received felt that they are consulted in their care needs and are kept informed of which 53% gave a rating of Excellent and 47% a rating of Good. 15 service user responses provided. 83% of Professionals commented that care plan documentation was correct and up to date with a rating of Excellent (50%) and Good (33%). Of the 7 family responses received, the level of service and care was rated as Excellent (71%) or Good (29%) by 100% of those who responded. 100% also gave a rating of Excellent (86%) and Good (14%) on how helpful and informative staff were.</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>Ninety-three percent of service users asked stated their access to GPs and health professionals was Excellent (40%), Good (40%), or Fair (13%). One person gave a rating of Poor but did not state why. Forty-six percent of service users gave the home a rating of Excellent (13%) or Good (20%) and Fair (13%) in helping to maintain their civic rights. Six people did not provide a score but and one person commented 'don't vote'. Another commented 'not interested.' Two people gave a rating of Poor but did not provide a reason why. Service users are made aware of access to advocacy services, social workers, and appointees for any legal or financial matters they are concerned about. Six responses were received from healthcare professionals for these questionnaires. They scored the home as Excellent for all areas but especially standards, cleanliness, management, and maintaining the welfare and dignity of service users. Overall Professionals gave a rating of Excellent (65%), Good (28%), Poor (2%), and no score for 5% of questions. 100% of families who responded felt that the information they received from the management team was Excellent (86%) or Good (14%). 100% of visitors also felt that they were kept informed about changes to their relative's condition with 86% giving a rating of Excellent and 14% a rating of Fair.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Service users are made aware of access to advocacy services, social workers, and appointees for any legal or financial matters they are concerned about.</p> <p>100% of service users when asked if they have ever been mistreated by a staff member or seen another service user mistreated stated they had not and gave a rating of Excellent (7%), Good (13%), for how well they were treated at the Home. 80% did not provide a score and stated 'No', 'Never'. 100% of Professionals rated the home as Excellent (67%) and Good (33%) for the standards of care provided in the home and how well the home respects the dignity and welfare of residents. One professional commented 'Families report the standard of care is good.'</p> <p>100% of Professionals feel that the home responds well to reporting problems, with a score of Excellent (83%) and Good (17%). One person commented that 'good communication maintained.' 100% of professional commented that staff follow instructions provided for treatment, with a rating of Excellent (33%), Good (67%).</p>

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

Of the 15 service users asked, 100% of service users felt that the meals and food choices provided at the home were Excellent (47%), Good (33%) or Fair (20%). One service user provided a rating of Poor and stated would like 'more choice'. There are always 2 choices at meal times and all dysphagia level diets are catered for. 80% of service users found access and use of the garden to be Excellent (33%) or Good (33%) or Fair (13%). 13% provided a rating of Poor and 7% no rating, however no comments were provided to state why. 80% of service users when asked what could be done to improve their quality of life in the home gave a rating of Excellent (33%), Good (33%), Fair (14%) in terms of their life in the home. Thirteen percent of service users rated this as Poor, and two persons did not provide a score but didn't say why

33% of service users did not provide a score when asked how we could improve their contact with the local community. Of the remaining 10 people they gave a rating of Excellent (5) or Good (1) and Fair (1) for contact with the community. Three people gave a rating of Poor.

When asked about how well the home supported service users to pursue hobbies, interests, and religious beliefs, 73% of service users gave a rating of Excellent (27%), Good (33%), Fair (13%). 20% did not provide a score and one person rated it as Poor. One person commented 'more books needed' and have been offered the opportunity to join the local library. When asked how access to the local community could be improved 73% of service users did not provide a score. Of the remaining service users when asked how happy they were with links to the local community, they responded with a rating of Excellent (7%), Good (13%). One person commented they would 'like to go out'. Visits to shops and the park are now regularly arranged. 93% of service users who responded felt the maintenance of the home environment and equipment was Excellent (40%) or Good (53%). One service user not providing a rating but did not comment why. 87% of service users were happy with the quality of their rooms and rated them Excellent (47%) or Good (27%) or Fair (13%). 13% rated them as Poor but did not state why. 93% of those who responded felt the communal areas were comfortable and attractive with a rating of Excellent (47%) or Good (27%) and Fair (19%). One person rated them as Poor.

93% of service users also felt the cleanliness of the bathroom and toilets was Excellent (53%) or Good (33%) or Fair (7%).

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)	27
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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
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communicating effectively, care planning, care and confidentiality, communicating effectively; consent, continence, COSHH, HACCP, DOLS, diabetes, dying, death and bereavement, fire training, first aid awareness, mental capacity, nutrition and diet, oral health, person centred care, record keeping, supervision and appraisal, stress management, pain management, stroke, risk assessment, covid-19
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes

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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communicating effectively, care planning, care and confidentiality, communicating effectively, consent, continence, COSHH, DOLS, diabetesm dying, death and bereavement, fire training, first aid awareness, mental capacity, nutrition and diet, oral health, pers on centred care, record keeping, supervision and a ppraisal, stress management, pain management, st roke, risk assessment, covid-19

#### 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 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	2

Other supervisory staff

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	32
No. of posts vacant	3
<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	31
Health & Safety	20
Equality, Diversity & Human Rights	25
Infection, prevention & control	20
Manual Handling	38
Safeguarding	22
Medicine management	10
Dementia	23
Positive Behaviour Management	26
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communicating effectively, care planning, care and confidentiality, communicating effectively, consent, continence, COSHH, DOLS, diabetes, dying, death and bereavement, fire training, first aid awareness, mental capacity, nutrition and diet, oral health, pers on centred care, record keeping, stroke, covid-19
Contractual Arrangements	
No. of permanent staff	27
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	4
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)	14
No. of part-time staff (17-34 hours per week)	13
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.	3x12 hour shifts a week (14) , 3/2 x12 hour shifts alternate weeks (3), 2 x 12 hour shifts a week (4), 3/4 x12 hour shifts on alternate weeks (2), 2.5 x12 hour shifts a week (3), 1/2 x 12 hour shifts alternate weeks (2)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	19
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	6
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	3
Manual Handling	4
Safeguarding	2
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral health, HACPP, fire training, skin care, consent, first aid awareness, COSHH, consent, mental capacity, record keeping, Covid-19
Contractual Arrangements	
No. of permanent staff	6

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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	6
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	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food safety level 2, confidentiality, communicating effectively, consent, Covid-19, diabetes, record keeping, skin care, fire training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
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.	handyperson, admin staff, activities coordinators
Filled and vacant posts	
No. of staff in post	3
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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	legionella training, water checks training
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)	2
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	3
No. of staff working toward required/recommended qualification	0