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:		Lovett Care Limited
	The provider was registered	ed on:	24/08/2021
	The following lists the provider conditions:		

The regulated services delivered by this provider were:

Bradshaw Manor Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2021
Responsible Individual(s)	Deborah Baker
Manager(s)	Elaine Coulton
Maximum number of places	65
Service Conditions	There are no conditions associated to this service

Bod Hyfryd Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2021
Responsible Individual(s)	Deborah Baker
Manager(s)	Kerry Rowlands
Maximum number of places	40
Service Conditions	There are no conditions associated to this service

Rhiwlas Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2021
Responsible Individual(s)	Deborah Baker
Manager(s)	Claire Main
Maximum number of places	66
Service Conditions	There are no conditions associated to this service

he Rhallt Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2021
Responsible Individual(s)	Deborah Baker
Manager(s)	Ingrid Simpkin
Maximum number of places	91
Service Conditions	There are no conditions associated to this service
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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

We have looked at the mandatory topics which must be covered in line with the all Wales induction framework and additional option al topics matrix which can be role specific. We look also at any additional needs of the particular home, we have some bespoke training that has been put together to gain insights into how we can best support our residents additionally as we have all entries on a matrix we can easily identify when team members are due for refresher training.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

This is a priority recruit the right people and look after the ones we already have. We have several initiatives benchmarking ourselves against our competitors and pay the real living wage as a minimum. We offer Golden Hellos have long service awards, and introduced an Certificate and vouchers for those who complete their first 12 months. In December 2022 we launched our Discount Portal to enhance our benefit offering. The recruitment of overseas workers has further supported our recruitment.

Service Profile

Service Details

	Name of Service	Bod Hyfryd Care Home
-		

Telephone Number	01782634922
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	56

Fees Charged

The minimum weekly fee payable during the last financial year?	853
The maximum weekly fee payable during the last financial year?	1320

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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?	Residents meetings take place frequently Resident of the day seeks views from residents by all members of the team and this is documented in the ROD documentation Leadership visit from the Senior team take place in the home whe re there is a requirement of them to speak with residents and relat ives to seek views where appropriate

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	35
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	A safe enclosed garden courtyard is available for residents to enj oy when weather permits
Provide details of any other facilities to which the residents have access	Small hairdressing salon A snug which is available for activities and TV games, private visit s There is a welcoming area at the side of reception where resident s can enjoy coffee and conversation

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service		
Picture Exchange Communication System (PECS)	No	
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No	
Makaton	No	
British Sign Language (BSL)	No	
Other	Yes	
List 'Other' forms of non-verbal communication used	Pictorial menu if required, writing down to gain further understanding, gestures	

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Initially preferences are sought at Pre admission assessment re garding choices and lifestyle wishes. Care and support reviews take place at 72 hours and then again at a 7 day care review w here we take the opportunity to ensure that choices are sought and implemented and residents are encouraged to make inform ed decisions and choices within a risk assessed environment. R esidents views are sought regarding menu and menu changes. We consulted regarding colors for decoration and upgrading the environment as well as naming the units where residents reside. Outings and entertainment are also chosen by our resident s evidenced by the purchase of our mini bus examples are displayed on a "you said we did" board . We also encourage reside nts and representative from different faiths to visit.

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.

Caring about every detail about our residents lives, including health, diet and nutrition, exercises, hobbies and social activities is a fundamental part of each residents care. We work closely with the wider multi disciplinary team including, District Nurses, GP's SALT, dietitian, OT, Physiotherapists, opticians, dentist and falls team this also includes all screening services and regular medication reviews to ensure that people in our care retain their independence and identity and have equal access to services. In addition we have worked closely with our partners to reenable residents back into the community following a period of care, support and rehabilitation. In addition we work flexibly to support our residents changing health needs recognising and responding quickly to changes in health and well being.

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

We have robust procedures and policies, linked with team mem ber training using a blended approach. Our team also undertak e training in dignity and respect to ensure that team members d eliver safe and appropriate care in accordance with regulatory and professional standards to protect our residents from abuse and neglect. Lovett Care have a Whistle blowing policy in place and the team are aware of the policy. We promote an open and transparent culture to encourage team members to act on and report any concerns about poor practice. We also have "Speak up posters" in the home for the team to have the "Freedom to s peak up safely" with contact numbers for the Regional Manager and Regional Support Managers. Our team have the All Wales app on their devices which gives immediate access to the All W ales safeguarding procedures as well as access to all Lovett C are policies via the Lovett Care App on their personal devices

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

This is part of the Pre admission assessment where a full asses sment is undertaken to ensure that the service can meet the re sidents immediate needs. Learning about residents interests an d routines create opportunities for positive engagement each d ay. We offer a wealth of activities that support the physical, soci al and psychological well being of our residents there is someth ing for everyone irrespective of their age, health or background . It's something we pay close attention to by regularly talking to our residents about what they're passionate about, what they'd enjoy doing more of and how we can help them achieve their g oals. We have invested in OOMPH which is a well being and act ivities platform for residents and the team to access specialist a ctivity programs and well being programs 24 hours a day. An in dividual and personal care plan is developed with each resident to ensure that we understand their care needs as well as perso nal and realistic goals. Aids and adaptations are available to en able residents to maintain as far as possible to enhance their in dependence, dignity and well being. Care plans and outcomes are reviewed monthly or more frequently should needs change.

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)

33

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1

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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.	Culture and Values PCS Atlas Systems Hand Washing Dining with Digniy
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	d 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 who have the required qualification to be registered with Social Care Wales as a Service	0
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type?	O Yes
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position of the p	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positions.	Yes cifically to this role type only. Unless otherwise
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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.	Culture and Values PCS Atlas Systems Hand Washing Dining with Dignity
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	d 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
Other supervisory staff	
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Does your service structure include roles of this	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Dementia	1	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Atlas Systems PCS Culture and Values	
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 social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	7	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	3	
	7	
Health & Safety	<u>'</u>	
Equality, Diversity & Human Rights	7	
Infection, prevention & control	7	
Manual Handling	7	
Safeguarding	7	

Medicine management	7	
Dementia	7	
Positive Behaviour Management	7	
Food Hygiene	7	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Atlas Systems PCS Culture and Values Syringe Driver Continence training	
Contractual Arrangements		
No. of permanent staff	7	
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)	6	
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.	8am - 8pm 8pm- 8am	
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	7	
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	7	
Health & Safety	7	
Equality, Diversity & Human Rights	7	
Infection, prevention & control	7	
Manual Handling	7	
Safeguarding	7	
Medicine management	7	
Dementia	7	
Constitue	1,	

Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PCS Atlas Systems Continence Training Mission Vision and Values
Contractual Arrangements	
No. of permanent staff	7
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	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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.	8am - 8pm 8pm- 8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	26
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Infection, prevention & control Manual Handling	26
Manual Handling	140

6 0 6 CS culture and Values continence Training cressure areas 6 erm contact staff by hours worked per week. 7 ff am - 8 pm pm- 8am	
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ff am - 8 pm	
ff am - 8 pm	
am - 8 pm	
6	
es	
ically to this role type only. Unless otherwise n as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of posts vacant O 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'.	
i	

Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	2
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH & systems training Culture and Values
Contractual Arrangements	
No. of permanent staff	7
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)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	3
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 who have the required qualification	U
No. of staff working toward required/recommended	0
No. of staff working toward required/recommended qualification	0
	0
qualification	Yes
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific specific services.	Yes
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific specific services.	Yes cifically to this role type only. Unless otherwise
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sperstated, the information added should be the posi	Yes cifically to this role type only. Unless otherwise
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sper stated, the information added should be the posi Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sper stated, the information added should be the posi	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sperstated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sperstated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sperstated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 8
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sperstated, the information added should be the positive stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any addit	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 8 8
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the posistated, the information added should be the posistated and position and p	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 8 8 8
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate sper stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 8 8

Medicine management	0	
Dementia	8	
Positive Behaviour Management	0	
Food Hygiene	8	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IDDSI Culture and Values Dining with Dignity COSHH	
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)	4	
No. of part-time staff (17-34 hours per week)	4	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	8	
No. of staff working toward required/recommended	0	
qualification		
Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	Yes Administrator - purchase ledger, payroll, reception duties, recruitment Maintenance - general maintenance of the home Activities	
Filled and vacant posts		
No. of staff in post	3	
No. of posts vacant		
The or posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma	ar for this role type.	
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed	
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
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Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 3 3 3 3	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 3 3 3 3	
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 3 3 3 3 0	

Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values H&S for managers & legionella Systems training OOMPH	
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	

Bradshaw Manor Care Home

Service Profile

Service Details

Name of Service

Telephone Number	01745882010
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

Service Provision

People Supported

How many people in total did the service provide care and	121
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	695.51
The maximum weekly fee payable during the last financial year?	1200

Complaints

What was the total number of formal complaints made during the last financial year?	14
Number of active complaints outstanding	1
Number of complaints upheld	4
Number of complaints partially upheld	7
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?	Residents meetings Resident of the day where the ROD views are sought by the hom e team in their various departments Leadership visits where the leadership team visit the home and p art of that visit is to seek views of residents and/or relative where appropriate

Service Environment

How many bedrooms at the service are single rooms?	65
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	55
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Access to enclosed gardens where residents can enjoy the sunsh ine
Provide details of any other facilities to which the residents have access	Conservatory Balcony off the upstairs lounge Residents pub

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Pictorial menu if required, writing down to gain further understanding, gestures

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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.

Initially preferences are sought at Pre admission assessment re garding choices and lifestyle wishes. Care and support reviews take place at 72 hours and then again at a 7 day care review w here we take the opportunity to ensure that choices are sought and implemented and residents are encouraged to make inform ed decisions and choices within a risk assessed environment. R esidents views are sought regarding menu and menu changes. We consulted regarding colors for decoration and upgrading the environment as well as naming the units where residents resi de. Outings and entertainment are also chosen by our resident s evidenced by the purchase of our mini bus examples are displayed on a "you said we did" board . We also encourage reside nts and representative from different faiths to visit.

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.

Caring about every detail about our residents lives, including health, diet and nutrition, exercises, hobbies and social activities is a fundamental part of each residents care. We work closely with the wider multi disciplinary team including, District Nurses, G P's SALT, dietitian, OT, Physiotherapists, opticians, dentist and falls team this also includes all screening services and regular medication reviews to ensure that people in our care retain their independence and identity and have equal access to services. In addition we have worked closely with our partners to reenable residents back into the community following a period of care, support and rehabilitation. In addition we work flexibly to support our residents changing health needs recognising and responding quickly to changes in health and well being.

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

We have robust procedures and policies, linked with team mem ber training using a blended approach. Our team also undertak e training in dignity and respect to ensure that team members d eliver safe and appropriate care in accordance with regulatory and professional standards to protect our residents from abuse and neglect. Lovett Care have a Whistle blowing policy in place and the team are aware of the policy. We promote an open and transparent culture to encourage team members to act on and report any concerns about poor practice. We also have "Speak up posters" in the home for the team to have the "Freedom to s peak up safely" with contact numbers for the Regional Manager and Regional Support Managers. Our team have the All Wales app on their devices which gives immediate access to the All W ales safeguarding procedures as well as access to all Lovett C are policies via the Lovett Care App on their personal devices

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

This is part of the Pre admission assessment where a full asses sment is undertaken to ensure that the service can meet the re sidents immediate needs. Learning about residents interests an d routines create opportunities for positive engagement each d ay. We offer a wealth of activities that support the physical, soci al and psychological well being of our residents there is someth ing for everyone irrespective of their age, health or background . It's something we pay close attention to by regularly talking to our residents about what they're passionate about, what they'd enjoy doing more of and how we can help them achieve their g oals. We have invested in OOMPH which is a well being and act ivities platform for residents and the team to access specialist a ctivity programs and well being programs 24 hours a day. An in dividual and personal care plan is developed with each resident to ensure that we understand their care needs as well as perso nal and realistic goals. Aids and adaptations are available to en able residents to maintain as far as possible to enhance their in dependence, dignity and well being. Care plans and outcomes are reviewed monthly or more frequently should needs change.

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)

66

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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion 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 Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values PCS Atlas Systems Hand Washing Dining with Dignity
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	d 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
	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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
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.	Culture and Values PCS Atlas Systems Hand Washing Dining with Dignity
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 fixe	d 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
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?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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	ar for this role type.
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
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	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Atlas Systems PCS IPC Continence Training SALT Falls
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 fixe	ed 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 (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.	8am-8pm 8pm-8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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
	ant training. The list of training categories
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'. Induction	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8
Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transfer in the outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8
Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 8 8 8 8 8 8
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1
Set out the number of staff who undertook relevations provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1
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No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	8am-8pm 8pm-8am
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
	cifically to this role type only. Unless otherwise ition 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
not outlined above'.	· ·
Induction	4
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	4
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Atlas Systems PCS IPC Continence Training SALT Falls
Contractual Arrangements	
No. of permanent staff	8
	8 0
No. of Fixed term contracted staff	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff	0

No. of full-time staff (35 hours or more per week)	8
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.	8am- 8pm 8pm-8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
stated, the information added should be the pos Filled and vacant posts	sition as of the 31st March of the last financial year.
No at ctatt in nact	30
No. of posts vacant	0 or for this role type
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. Fant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed training undertaken pertinent for this role which is 5 30 30 30 30 30 0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 5 30 30 30 30 30 30 30 30 30
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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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	8
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.	8am-8pm 8pm-8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	0
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes ecifically to this role type only. Unless otherwise
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post.	ecifically to this role type only. Unless otherwise
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the possible of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 8 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 8 8 8 8 8 8
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the possible of the possi	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 8 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 8 8 8 8 8 8 0 0 0
Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that may be added to 'Please outline any additional to the training that the training t	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 8 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 8 8 8 8 8 8

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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4	
No. of part-time staff (17-34 hours per week)	3	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	8	
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		
. mod and vasant posts		
No. of staff in post	5	
	5 0	
No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that many	oar for this role type. ant training. The list of training categories	
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No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 5 5 5	
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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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
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.	Administrator, payroll, purchase ledger Maintenance general maintenance Activities well being Reception meet and greet
Filled and vacant posts	
	6
No. of staff in post No. of posts vacant Training undertaken during the last financial years	0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	or for this role type. ant training. The list of training categories
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that the same staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that the same staff who is the same st	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6 6 0 0 H&S for managers and legionella Systems training Culture and Values
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevation to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 6 6 6 6 0 0 H&S for managers and legionella Systems training Culture and Values OOMPH

0		
0		
d term contact staff by hours worked per week.		
4		
2		
0		
Staff Qualifications		
6		
0		

Service Profile

Service Details

Name of Service	Rhiwlas Care Home
Telephone Number	01782634922
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	54

Fees Charged

Ī	The minimum weekly fee payable during the last financial year?	747
	The maximum weekly fee payable during the last financial year?	1133

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly residents meetings, bi monthly resident and family meetin gs, bi monthly reviews with residents family if appropriate. Leader ship team visits include speaking with residents to seek their view s

Service Environment

How many bedrooms at the service are single rooms?	61
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	59
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Large enclosed rear garden with patio areas and planters Side area to sit and enjoy the sunshine
Provide details of any other facilities to which the residents have access	The reception area has been modernised to allow a welcoming space for residents to enjoy coffee and conversation

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Initially preferences are sought at Pre admission assessment re garding choices and lifestyle wishes. Care and support reviews take place at 72 hours and then again at a 7 day care review w here we take the opportunity to ensure that choices are sought and implemented and residents are encouraged to make inform ed decisions and choices within a risk assessed environment. R esidents views are sought regarding menu and menu changes. We consulted regarding colors for decoration and upgrading the environment as well as naming the units where residents reside. Outings and entertainment are also chosen by our resident s evidenced by the purchase of our mini bus examples are displayed on a "you said we did" board . We also encourage residents and representative from different faiths to visit.

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.

Caring about every detail about our residents lives, including health, diet and nutrition, exercises, hobbies and social activities is a fundamental part of each residents care. We work closely with the wider multi disciplinary team including, District Nurses, G P's SALT, dietitian, OT, Physiotherapists, opticians, dentist and falls team this also includes all screening services and regular medication reviews to ensure that people in our care retain their independence and identity and have equal access to services. In addition we have worked closely with our partners to reenable residents back into the community following a period of care, support and rehabilitation. In addition we work flexibly to support our residents changing health needs recognising and responding quickly to changes in health and well being.

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

We have robust procedures and policies, linked with team mem ber training using a blended approach. Our team also undertak e training in dignity and respect to ensure that team members d eliver safe and appropriate care in accordance with regulatory and professional standards to protect our residents from abuse and neglect. Lovett Care have a Whistle blowing policy in place and the team are aware of the policy. We promote an open and transparent culture to encourage team members to act on and report any concerns about poor practice. We also have "Speak up posters" in the home for the team to have the "Freedom to s peak up safely" with contact numbers for the Regional Manager and Regional Support Managers. Our team have the All Wales app on their devices which gives immediate access to the All W ales safeguarding procedures as well as access to all Lovett C are policies via the Lovett Care App on their personal devices

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

This is part of the Pre admission assessment where a full asses sment is undertaken to ensure that the service can meet the re sidents immediate needs. Learning about residents interests an d routines create opportunities for positive engagement each d ay. We offer a wealth of activities that support the physical, soci al and psychological well being of our residents there is someth ing for everyone irrespective of their age, health or background . It's something we pay close attention to by regularly talking to our residents about what they're passionate about, what they'd enjoy doing more of and how we can help them achieve their g oals. We have invested in OOMPH which is a well being and act ivities platform for residents and the team to access specialist a ctivity programs and well being programs 24 hours a day. An in dividual and personal care plan is developed with each resident to ensure that we understand their care needs as well as perso nal and realistic goals. Aids and adaptations are available to en able residents to maintain as far as possible to enhance their in dependence, dignity and well being. Care plans and outcomes are reviewed monthly or more frequently should needs change.

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)

76

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

Does your service structure include roles of this type?	Yes
• • • • • • • • • • • • • • • • • • • •	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts No. of staff in post	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
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.	Lovett Care Culture and Values training Hand Hygiene Customer Service and Dining with Dignity OOMPH PCS Care planning Health and Safety for managers Legionella Atlas systems training Positive Behavior Training
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	d 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	

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	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	1	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Atlas training PCS OOMPH Culture and Values Handwashing Dining with Dignity	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
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	0	
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	1	
Food Hygiene	3	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Atlas PCS OOMPH Dining with Dignity Culture and Values Hand washing	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	15	
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 inot outlined above'.		
Induction	5	
Health & Safety	15	
Equality, Diversity & Human Rights	15	
Infection, prevention & control	15	
Manual Handling	15	
Safeguarding	15	
Medicine management	15	
Dementia	15	
Positive Behaviour Management	3	
Food Hygiene	15	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values PCS Atlas Systems Hand Washing Dining with Dignity	
Contractual Arrangements		
No. of permanent staff	15	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	13	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am to 8pm day 8pm - 8am night 8 am to 2pm 2pm to 8pm	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15	

No. of staff working towards the	0	
required/recommended qualification		
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	38	
No. of posts vacant	2	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	20	
Health & Safety	20	
Equality, Diversity & Human Rights	20	
Infection, prevention & control	20	
Manual Handling	20	
Safeguarding	20	
Medicine management	0	
Dementia	20	
Positive Behaviour Management	3	
Food Hygiene	20	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values PCS Hand Washing Dining with Dignity	
Contractual Arrangements		
No. of permanent staff	38	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	2	
No. of Non-guaranteed hours contract (zero hours) staff	2	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	25	
No. of part-time staff (17-34 hours per week)	10	
No. of part-time staff (16 hours or under per week)	3	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am to 8pm 8am to 8pm 8am to 2 pm 2pm to 8pm	

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	38	
No. of staff working towards the required/recommended qualification	0	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the posi-	cifically to this role type only. Unless otherwise ition 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	2	
Health & Safety	6	
Equality, Diversity & Human Rights	6	
Infection, prevention & control	6	
Manual Handling	6	
Safeguarding	6	
Medicine management	0	
Dementia	6	
Positive Behaviour Management	0	
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	O Culture and Values Hand Washing COSHH Care Shop	
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)	5	
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	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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values Hand Washing Dining with Dignity COSHH IDDSI Risk Assessment Allergins
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
	1

Staff Qualifications		
No. of staff who have the required qualification	4	
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.	Maintenance Activities Administration Reception	
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	0	
Health & Safety	6	
Equality, Diversity & Human Rights	6	
Infection, prevention & control	6	
Manual Handling	6	
Safeguarding	6	
Medicine management	0	
Dementia	6	
Positive Behaviour Management	0	
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	O Culture and Values Hand Washing OOMPH H&S for Managers Legionella Access and systems training	
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)	5	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		

	No. of staff who have the required qualification	6	
11	No. of staff working toward required/recommended qualification	0	
ľ			

Service Profile

Service Details

Name of Service	The Rhallt Care Home
Telephone Number	01938555504
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	149
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Fees Charged

	The minimum weekly fee payable during the last financial year?	729.67
ĺ	The maximum weekly fee payable during the last financial year?	1549.63

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	3
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident meetings resident of the day where views and opinions are sought on the R OD from the team within the home each month Leadership visits where members of the leadership team visit the homes and seek views of residents and relatives where appropria te

Service Environment

How many bedrooms at the service are single rooms?	91
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	91
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	7
How many dining rooms at the service?	3

Provide details of any outside space to which the residents have access	Outside garden, 2 outside paved terraces , Large balcony
Provide details of any other facilities to which the residents have access	Hairdressers Complimentary cafe where residents can meet for coffee and con versation

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Pictorial menu can be used, gestures, writing things down to seek views

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Initially preferences are sought at Pre admission assessment re garding choices and lifestyle wishes. Care and support reviews take place at 72 hours and then again at a 7 day care review w here we take the opportunity to ensure that choices are sought and implemented and residents are encouraged to make inform ed decisions and choices within a risk assessed environment. R esidents views are sought regarding menu and menu changes. We consulted regarding colors for decoration and upgrading the environment as well as naming the units where residents reside. Outings and entertainment are also chosen by our resident s evidenced by the purchase of our mini bus examples are displayed on a "you said we did" board . We also encourage reside nts and representative from different faiths to visit.

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.

Caring about every detail about our residents lives, including health, diet and nutrition, exercises, hobbies and social activities is a fundamental part of each residents care. We work closely with the wider multi disciplinary team including, District Nurses, G P's SALT, dietitian, OT, Physiotherapists, opticians, dentist and falls team this also includes all screening services and regular medication reviews to ensure that people in our care retain their independence and identity and have equal access to services. In addition we have worked closely with our partners to reenable residents back into the community following a period of care, support and rehabilitation. In addition we work flexibly to support our residents changing health needs recognising and responding quickly to changes in health and well being.

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

We have robust procedures and policies, linked with team mem ber training using a blended approach. Our team also undertak e training in dignity and respect to ensure that team members d eliver safe and appropriate care in accordance with regulatory and professional standards to protect our residents from abuse and neglect. Lovett Care have a Whistle blowing policy in place and the team are aware of the policy. We promote an open and transparent culture to encourage team members to act on and report any concerns about poor practice. We also have "Speak up posters" in the home for the team to have the "Freedom to s peak up safely" with contact numbers for the Regional Manager and Regional Support Managers. Our team have the All Wales app on their devices which gives immediate access to the All W ales safeguarding procedures as well as access to all Lovett C are policies via the Lovett Care App on their personal devices

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

This is part of the Pre admission assessment where a full asses sment is undertaken to ensure that the service can meet the re sidents immediate needs. Learning about residents interests an d routines create opportunities for positive engagement each d ay. We offer a wealth of activities that support the physical, soci al and psychological well being of our residents there is someth ing for everyone irrespective of their age, health or background . It's something we pay close attention to by regularly talking to our residents about what they're passionate about, what they'd enjoy doing more of and how we can help them achieve their g oals. We have invested in OOMPH which is a well being and act ivities platform for residents and the team to access specialist a ctivity programs and well being programs 24 hours a day. An in dividual and personal care plan is developed with each resident to ensure that we understand their care needs as well as perso nal and realistic goals. Aids and adaptations are available to en able residents to maintain as far as possible to enhance their in dependence, dignity and well being. Care plans and outcomes are reviewed monthly or more frequently should needs change.

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)

81

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
1 · · · · · · · · · · · · · · · · · · ·	pecifically 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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values PCS IPC OOMPH Systems Training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	00
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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 No. of staff working toward required/recommended qualification to be registered with Social Care	0
Wales as a Service Manager Deputy service manager	
Does your service structure include roles of this	Yes
type?	
type? Important: All questions in this section relate spe	
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	tition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the positive of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	tition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the positive stated, the positive stated and vacant posts No. of staff in post Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the positive of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the positive of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the positive of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1

ked per week.		
Staff Qualifications		
Registered nurses		
Does your service structure include roles of this type?		
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		

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	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	15
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PCS IPC Continence Training SALT Falls Culture and Values
Contractual Arrangements	
No. of permanent staff	17
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 fixe	d 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)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift	8am-8pm 8pm-8am

Senior social care workers providing direct care	
Does your service structure include roles of this type?	
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.	

each shift.

Filled and vacant posts		
No. of staff in post	17	
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'.

not outlined above .		
Induction	12	
Health & Safety	17	
Equality, Diversity & Human Rights	17	
Infection, prevention & control	17	
Manual Handling	17	
Safeguarding	17	
Medicine management	17	
Dementia	17	
Positive Behaviour Management	17	
Food Hygiene	17	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PCS IPC Continence Training Culture and Values Falls	
Contractual Arrangements		
No. of permanent staff	17	
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)	16	
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.	8am-8pm 8pm-8am	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17	
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	37	
No. of posts vacant	4	
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	14	
Health & Safety	37	
Equality, Diversity & Human Rights	37	
Infection, prevention & control	37	
Manual Handling	37	
Safeguarding	37	
Medicine management	0	
Dementia	37	
Positive Behaviour Management	37	
Food Hygiene	37	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture and Values PCS IPC Continence Training OOMPH	
Contractual Arrangements		
No. of permanent staff	37	
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)	24	
No. of part-time staff (17-34 hours per week)	10	
No. of part-time staff (16 hours or under per week)	3	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-8pm 8pm-8am	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	37	
No. of staff working towards the required/recommended qualification	0	

Domestic staff

Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	7	
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	7	
Equality, Diversity & Human Rights	7	
Infection, prevention & control	7	
Manual Handling	7	
Safeguarding	7	
Medicine management	0	
Dementia	7	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Culture and Values Systems training IPC	
Contractual Arrangements		
No. of permanent staff	7	
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)	6	
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	7	
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 0 No. of posts vacant 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 7 Health & Safety 7 Equality, Diversity & Human Rights 7 Infection, prevention & control 7 Manual Handling 7 Safeguarding 0 Medicine management Dementia 0 Positive Behaviour Management 7 Food Hygiene Please outline any additional training undertaken **IDDSI** pertinent to this role which is not outlined above. Culture and Values System training Dining with Dignity Contractual Arrangements 7 No. of permanent staff 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) 0 staff 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) 5 No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended 0 qualification Other types of staff Does your service structure include any additional Yes role types other than those already listed?

Maintenance, general maintenance of the home

Administration general administration duties

Activities - well being Reception meet and greet

List the role title(s) and a brief description of the

role responsibilities.

	1	
Filled and vacant posts		
No. of staff in post	6	
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	2	
Health & Safety	6	
Equality, Diversity & Human Rights	6	
Infection, prevention & control	6	
Manual Handling	6	
Safeguarding	6	
Medicine management	0	
Dementia	6	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Systems training Culture and Values OOMPH	
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)	3	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	6	
No. of staff working toward required/recommended qualification	0	