

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:	LYNDELL HOUSE LIMITED	
The provider was registered on:	09/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lyndell House Limited	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	09/05/2019
	Responsible Individual(s)	Delano Singh
	Manager(s)	Jiban Kumari Bhusal
	Maximum number of places	23
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service providerNew Staff have been given good induction from experienced staff and are observed and provided support, new staff members are also said to do social care of wales induction framework. Regular training has been arranged and provided from our training provider and online e-learning from our HR Peninsula.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Job vacancies are advertised via gov job post, indeed and some from referred by staff at Lyndell House. The home has existing staff members who have been working at Lyndell House for many years. Some staff members have been given opportunities to come back to work Lyndell House as well.

Service Profile

Service Details

Name of Service	Lyndell House Limited
Telephone Number	01792472131
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	665
The maximum weekly fee payable during the last financial year?	1062

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	E-mail, Phone Number, Teams Meetings & Zoom Calls

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden & Summer House
Provide details of any other facilities to which the residents have access	Activity Room & Salon

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Lyndell House specializes in the care of those people with functional mental illness with challenging and complex needs and residents at Lyndell House will feel valued and included in a relaxed family atmosphere. They will feel that they are treated with dignity and respect and their opinions will be valued. Daily small needs and requests for shopping by frail residents are always met, either by another resident or staff member. This is facilitated by the proximity of the local shops to the Home. Residents will be able to access all services to enable their physical and emotional and mental well-being, as well as a range of activities both in the Home and outside the Home to promote self-fulfilment.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The staff have actively been supportive of meeting resident's needs, by offering choice and opportunities to make decisions as to what items they require. Residents enjoy a warm atmosphere at the Home and are cared for by a well-established, friendly, and skilled team. Our care staff and activity coordinator have assisted residents with a range of indoor and outdoor activities, arts and crafts, bingo, quiz and so on.</p> <p>The staff have actively been supportive of meeting resident's needs, by offering choice and opportunities to make decisions as to what items they require. Residents enjoy a warm atmosphere at the Home and are cared for by a well-established, friendly, and skilled team. Who care for each person as they would care for their own family member?</p> <p>Residents are assisted with personal care and hygiene needs by the Nursing and care staff team, who care and understand the need for dignity and respect</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents, their families, relatives and staff are encouraged to come forward and express any concerns that they may have, confident in the fact that any issue that arises will be taken seriously, addressed appropriately and responded quickly. Staff have been given opportunities for safeguarding training and safeguarding policies and procedures are easily accessible. Person and centred care and well being of residents are important for Lyndell House. The care standards are followed according to the latest guidance from government. For example, safeguarding and well-being updates on latest legislation Social Services and Well-being (Wales) Act 2014. Working in Partnership- to achieve the best appropriate care</p> <p>We have zero tolerance to discrimination and abuse.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our residents will find their home clean, accessible, fresh and well maintained. They will feel at home in a safe and personalised environment. Their well-being will be promoted by a range of well-maintained facilities and equipment such as assisted bathing and hoists. Residents will be able to enjoy being outdoors. Those that wish to smoke will be able to do so in a variety of spaces that do not impinge on non-smokers. Only one resident smokes at the moment. Their home will be safe and secure and in the event of an emergency in the home, they will know what to do.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>10</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred Care, Fire Safety, Handling Violence and aggression, hazardous Substances, risk assessment, noise awareness, first aid, end of life care, etc.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Gas Safe Registered, Ladder Training, Asbestos training, Health & Safety, Xero software training
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	11
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	5
Medicine management	0
Dementia	8
Positive Behaviour Management	1
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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	3
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	4
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day: 8am-9pm Morning Shift: 8am-2:30pm Afternoon Shift: 2:30-9pm
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	

Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1
Catering staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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.	Care Workers Maintenance Person

Filled and vacant posts	
No. of staff in post	20
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	15
Medicine management	0
Dementia	20
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care, managing challenging situation, fire safety, handling violence and aggression, fluids and nutrition, hazardous substances, risk assessment, noise awareness, first aid
Contractual Arrangements	
No. of permanent staff	18
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	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)	7
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	8