

# 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:	Marilyn Murray	
The provider was registered on:	17/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Heddfan residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/08/2018
	Responsible Individual(s)	Marilyn Murray
	Manager(s)	Ruth Parker
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training needs are identified during 1-1's and performance reviews, we also take into consideration the changing need of our residents so we are appropriately trained to provide care. Training take place through an on line training platform and also face to face training, arranged through RCT
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our staff are a close knit team and all but one have been in post for or over 8 years, many are family members. Our newest recruit, we found through Indeed recruitment, we had many high quality candidates and all residents were involved in the recruitment process.

## Service Profile

### Service Details

Name of Service	Heddfan residential Home
Telephone Number	01685383971
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?	5
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	1373
The maximum weekly fee payable during the last financial year?	2373

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The residents and their families are completely involved in how we operate, residents are included in all decisions from the decoration to recruitment and staff training. Heddfan is very much the residents home and all have residing here for over 25 years. Formal consultation includes resident and staff team meetings, review of care plans and consultation over these with families. In the care plans, targets are set for development and residents choose photographs which demonstrate what they have achieved. Residents also choose their own target detailing what they would like to do over the forthcoming months copies of which are sent to families, they are also invited to contribute to a target they would like the said resident to work towards.

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
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	Heddfan is set in a large plot at a semi rural location. To the front of the house is car parking and a more formal garden which the residents have planted flowers and shrubs. At the side there are raised beds and the residents have planted a selection of fruit vegetables and herbs here. At the back there is patio area with outside furniture and table and chairs this is used extensively in the summer with all residents enjoying a BBQ. Expanding on from that is a large grassed area, where we play swing ball and boules. At the other side there is small paddock where the registered providers horses graze, vegetable peelings are always kept for these!
Provide details of any other facilities to which the residents have access	Ground floor - utility room, bathroom a kitchen with a table and chairs leading on from that is a large lounge dining area then a smaller lounge. We have a large porch at the front of the house. Upstairs there are 5 bedrooms, 2 ensuite and a family bathroom.

#### 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>Heddfan is very much the residents home, they choose all activities and are involved in every decision making process. All are able to communicate and make their likes and dislikes known, each resident is comfortable expressing their opinions and do so on a regular basis - this is encouraged. Formally we have team meetings and care plan reviews where we are able to record residents opinions on a more formal basis. Families are involved in the care plan reviews but again also on a more informal basis whereby we message and video call on a weekly basis. Some of the recent feedback includes "Your spoiling them, that lovely * ***** is so happy."</p> <p>"It is very much the culture of the home to be open and honest and everyone's opinions is invited, should we not be able to accommodate a request a reason is always provided and an alternative agreed and put in place. We aspire to continuously improve so welcome all suggestions to achieve this.</p> <p>Regular professional visits to the home include the district/ warfarin nurses, they are always very complimentary about their interactions with each of the residents.</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>We have a well being book for each of our residents, where by all appointments and outcomes are recorded . Personal measurements are also taken and reviewed on a regular basis. Each resident also has an annual health/ medication review which takes place at their local surgeries.</p> <p>We also encourage residents to enjoy a healthy lifestyle, through both their diet and exercise choices, all residents are involved in meal preparation and enjoy looking at different ways they can 'eat the rainbow.'</p> <p>Leisure activities included swimming on a weekly basis, walking and gentle stretching.</p> <p>Social activities are decided by each of the residents and vary dependant upon individuals choices and their circumstances, all however enjoy going out for coffee cake and meals out, visits to the retail park are also a popular activity. Each Sunday the residents enjoy meeting up with friends at they visit another local home for Sunday lunch. Friends and family are very welcome within the home and at a recent birthday party an open invite was extended to the local day service where residents previously attended.</p> <p>Training, given a recent diagnosis of one of our residents all staff have completed a training course in order to better understand the condition so we are able to support more effectively</p> <p>Risk assessments are reviewed alongside care plan reviews and all are up to date.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are no safeguarding concerns raised at the home</p> <p>There are no complaints at the home</p> <p>Staff training is up to date, including Safeguarding Adults</p> <p>All policies including Safeguarding Adults, Whistleblowing were reviewed in the New Year.</p> <p>Feedback from both residents and their families is very positive , a recent quote from a family member "You've done them proud, all your hard work but so worth it when you see the smiles."</p> <p>From a resident who was taking part in our interview process was asked by a prospective staff member, "why do you like living here?" the reply was perfect - "Because its home." This very much sums up the feeling and culture of Heddfan.</p>

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

Heddfan is a large detached house it has recently been redecorated throughout, a new three piece suite has been purchased and another banister has been added along with a large new lockable cupboard in the entrance hall.  
 All residents are physically mobile moving throughout the home and gardens independently.  
 Heddfan is situated in a small village, whereby everybody knows everybody all are recognised by neighbours and other villagers who always stop and pass the time of day. Within the village there is a local pub and post office/shop, good use is made of both. One of our residents accesses the community independently and has a work placement in the nearby retail park at a fast food outlet, the others enjoy shopping going out for coffee and cake in the nearby retail park. Another resident is a keen gardener so enjoys spending time at the garden centre and Trago! There is a large park on the outskirts of the town, we make good use of lake and some of the exercise machines they have along the waters edge, closer to the home is a forestry path residents enjoy this walk as there are always lots of other villagers and their dogs being taken for a walk there all of whom enjoy stopping for a chat.

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) 6

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	0
Infection, prevention & control	1	

Manual Handling	0
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.	SCW -Registration of Care Workers Information Training Exploring wellbeing in people with dementia
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

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

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

Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	4
Safeguarding	2
Medicine management	1
Dementia	5
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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

#### 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.	Day 9 till 4pm 1 staff member in the home 2 other s staff members providing support for activities within t he community on a daily basis. Night 4 pm till 9 am 1 staff member in the home
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#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1

Domestic staff

Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No