

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:	OSBORNE CARE HOMES LTD	
The provider was registered on:	31/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ysguborwen Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	
	Manager(s)	Debra Strong
	Maximum number of places	79
	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	We have a full time training lead who plans mandatory and additional training, ensuring full compliance within the home; involving eg COSHH, Safeguarding, Food Safety ,Health and Safety, Load Management and Manual Handling. External agencies provide additional training, such as RCT SCWDP partnership (extensive packages eg dementia) , Health (oral, catheter), At Home (falls), WAST (First Aid), Salt Team (tracheostomy), Access Group (Meds training and competency), IDSSI (moulds, pureed foods).
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We utilise contacts within the local job centre, as well as Facebook page, Indeed website and word of mouth. Our training lead undertakes extensive inductions to make staff feel welcome, and undertake super numerary shifts giving an opportunity to gain an understanding of their roles in more detail before starting. Supervisions and regular staff meetings ensures staff feel they matter and are valued. Team building, birthday events, and pay incentives for additional qualifications help retention.

Service Profile

Service Details

Name of Service	Ysguborwen Care Home
Telephone Number	01685872606
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	100
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Fees Charged

The minimum weekly fee payable during the last financial year?	649.00
The maximum weekly fee payable during the last financial year?	1003.88

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	1
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?	Resident meetings every 2 months, and general daily chats as and when needed, Relative meetings every 3 months Facebook page-information and updates Letters to families Introductory meeting with potential residents and families Provision of Residents guide Events like coffee morning Themed days Posters in foyer and notice boards throughout the Home Telephone calls

Service Environment

How many bedrooms at the service are single rooms?	79
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	7
How many communal lounges at the service?	7
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Woodland Park with exercise area, and tai chi equipment, fish pond, chickens. Accessable walkway for wheelchairs and specialised chairs surrounding the pond area with a chalet with disabled toilet access, and dining chairs, used for ice cream and beverages. We have a Nordic walk for the residents with good mobility also, and an astro turf area for bowls and crazy golf. We have raised flower beds and a polytunnel for residents to enjoy. Lots of outdoor seating areas around the new patio area as well and facilities in Lilac garden and balcony garden.
Provide details of any other facilities to which the residents have access	As above and we have very large indoor spaces, all newly built accommodating visitors and entertainers and a specific sensory lounge.

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	Using sensory items with residents on a journey with dementia. Wi pe boards for communication with residents, Touch by carers

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Ysguborwen has an extensive range of systems and procedures to support us in our aim of achieving complete resident satisfaction in all that do, in addition to continuous improvement throughout the business. We implement regular gatherings and monitoring of feedback from residents, relatives, and their advocates. This can include thank-you cards, logging of compliments, support meetings with management and relatives, as well as professional, relative and staff questionnaires. A recent Care Inspectorate Wales report (April 23) found that 'people and their representatives provided consistently positive feedback regarding the care and support delivered at the home. People can exercise choice and have access to a range of meaningful activities.' Our full team of wellbeing coordinators create an extensive program of activities that can cater to our resident's interests, supporting in the communal lounge areas, in our extensive outdoor area or in the individual's bedrooms providing an enhanced personal experience. A recent Local Authority contract monitoring review found '...that residents are supported to do as much as they can for themselves,' with information gained through conversations as well as their individual 'this is me' document to facilitate those opportunities- whether its 'I like to help to prepare vegetables' or 'I like to walk around grounds and check the polytunnels' (resident quotes)- we ensure the residents live as they wish to.

Residents have wide-ranging opportunities to develop relationships within the home, and with the wider community. Ysguborwen participates with Age Cymru involving an artist practitioner whilst art students from the local secondary school interact with the residents and display their work. The home takes part in numerous musical and choir events, with specialist singers are regularly invited to the home to play. A range of religious services are also available with either the local Pastor, Clergy or Father. There is also a volunteer project at the home as well as animal therapy with visiting dogs a constant delight to residents. Regular meetings allow for their voices to be heard-whether its mealtime experience feedback and input to menu choices 'very impressed with the food- wonderful', or request for certain activities such as 'going to the garden centre to buy flowers for planting'- the wellbeing team make it happen.

<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>Visits are arranged with professional individuals on a daily basis based on need, with GP visits primarily retained currently for emergency or palliative care. Regular medication reviews are undertaken by the care home department managers. The home liaises with the specialist dementia team if support is needed with regards to challenging behaviour, with formulation meetings held with those involved and action plans implemented.</p> <p>Two wheelchair accessible vehicles are utilised by the home to ensure outpatient appointments run more efficiently with shorter waiting time for residents. When ambulances are required, all residents are escorted, unless a family member is available, allowing for positive reassurance and reduced agitation.</p> <p>The development of the electronic care planning and medication system continues to offer high quality accessibility to documentation and information where 'everything I need to know is at a glance' (medical professional, hospital appointment). CIW's recent inspection report highlighted that 'documented evidence in people's personal plans shows medical and other professional advice is obtained in a timely manner. People's care and support needs are set out in their personal plans.' The report continues to identify how important a clean comfortable environment can help support people's well-being. Ysguborwen offers a stunning lake area with Scandinavian inspired café, large chicken run, outdoor boules and skittle spot; in addition to our woodland walk with beautiful views over the valley. Residents also have the opportunity to develop skills with wheelchair accessible Tai-Chi exercise equipment installed to enhance upper body strength and coordination. Our newly constructed atrium with secure patio offers a high quality internal communal area, allowing for increased number of day visitors, family and friends to enjoy the space as well as facilitate a greater range of activities. Within residents' rooms themselves, personalisation to their specific preference helps promote a sense of belonging.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Ysguborwen has a robust safeguarding policy in place, with all staff receiving safeguarding training and additional focus on challenging behaviours as well as techniques and methods of distraction in the case of residents living with dementia. CIW recently found that "Staff are trained to recognise the signs of abuse and neglect and there is a safeguarding policy reflective of the Wales Safeguarding Procedures. Risks to people's health and safety are thoroughly assessed and there are management plans detailing the best ways of supporting people to remain safe." Our CCTV network within the communal area, dining room and corridors serve to showcase good practice, as well as to determine outcomes with regards to falls and incidents. Our digital sign in/out system at reception as well as our night-time safety barrier with remote access and camera ensures the home is secure from unauthorised access. The whistleblowing policy at Ysguborwen is read by all staff, who sign to agree they understand its contents, with staff questionnaires sent out regularly for staff feedback. As part of regular monitoring process, a resident stated, 'I feel I am safe now in the environment I am in', whilst relative assertions include that 'the staff make her feel welcome and secure- and her safety is paramount', as well as 'every visit now has confirmed how I was right to entrust my husband to your care'.</p>

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

Over the last twelve months, Ysguborwen has heavily invested in the renovations of the bedroom accommodation, adding in additional en-suite facilities wherever it was physically possible. A recent quote from a resident sums up the transformation- 'the new ensuite room has made a massive change to my morning routine- thank you'. New furniture and room layouts had made it more effective to deliver high quality care, with the addition of a ground floor self-contained suite allowing for a greater range of choice when it come to accommodation.

Personal outcomes of the residents are identified and achieved in collaboration with the team- one example includes a resident who enjoys gardening and wants to live as he wishes to- his outcomes is that the he is able to live a full and independent life enjoying full access to the home and grounds whilst have the comfort and security of a structured environment. Another resident who wished to be active part of the home stated, 'I retired years ago and yet here I am busy every day- cleaning with Brasso yesterday'.

The home is structured into Care Suites that cater specifically to the needs of residents within them. The Lilac Suite specialises in dementia care, with staff trained using the Good Works Dementia model. As identified in a recent Local Authority report 'regular relative meetings help to engage and support staff with their loved one's dementia journey' as well as gain valuable feedback.

Resident's choice and control over their living arrangements has been further evidenced within this suite where residents are at the beginning of this journey- serving themselves to tea, coffee, and engaging in household activities such laying tables. This helps maintain and develop independence. One individual, on becoming a resident, wanted to continue to visit the local pub with his friends- the team continue to make sure that happens.

Technology is used at the home to facilitate positive outcomes, an example being our mobile giant infra-red touch screen games which is a particular highlight. Its manoeuvrability is particularly valuable to those in the nursing suite, as it can be transported directly to the residents wherever they are.

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)	103
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	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	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diploma in Elderly Care Leadership and Management in Health and Social Care Level 4 RGN(1) PTTLS Safeguarding in Wales level 3 Culture Change in Dementia Care My Home Life Leadership Programme Care Home Improvement Leadership Programme

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 day first aid x 2; Tracheostomy Care x1
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	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	9
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	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food safety x9; first aid x3; tracheostomy x 4;

Contractual Arrangements

No. of permanent staff	9
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	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)	7
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.	7am-7pm 2x nurses; 7pm-7am 1x nurse
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	15
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	15
Equality, Diversity & Human Rights	9
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	7
Dementia	4
Positive Behaviour Management	11
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food safety x13; oral care x4; first aid x7; falls x4; tracheostomy x4
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 fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	4
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.	7am-7pm 3 senior carers; 7pm-7am 2 senior carers
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 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	45
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	12
Health & Safety	43
Equality, Diversity & Human Rights	42
Infection, prevention & control	44
Manual Handling	44
Safeguarding	44
Medicine management	0
Dementia	25
Positive Behaviour Management	38
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food safety x 13; oral care x2; first aid x 10; falls x1 1; tracheostomy x 11

Contractual Arrangements

No. of permanent staff	45
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)	45
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.	7am-7pm x 13 care assistants; 7pm-7am x 9 care assistants
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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	33
No. of staff working towards the required/recommended qualification	12

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	11
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food safety x 10
<p>Contractual Arrangements</p>	
No. of permanent staff	11
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)	0
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	9
No. of posts vacant	2
<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	7
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	food hygiene level 3 x2 catering staff
Contractual Arrangements	
No. of permanent staff	9
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)	6
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	4
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.	<p>Maintenance staff - carry out repairs, maintenance, improvement works to keep people safe in a well maintained environment. This includes one lead member who facilitates checks and audits including Health and Safety</p> <p>Wellbeing (Activity) Co-ordinators - responsible for the physical and mental wellbeing of the residents through meaningful activity</p> <p>Administration team-</p>

Filled and vacant posts

No. of staff in post	11
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
Health & Safety	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	11
Safeguarding	11
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.	food safety x1 1; first aid x2;

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	3
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)	8
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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