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:	PADDA CARE LTD
The provider was registered on:	05/07/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**Glanmarlais**	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/07/2018
	Responsible Individual(s)	Piers Tumeth
	Manager(s)	Michelle Acty
	Maximum number of places	72
	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	Padda has invested heavily into the training function over the course of 22/23. Padda now has in place a devoted in house trainer who trains all mandatory face to face training as well as established digital training partners. Padda ensures that its training extends beyond the classroom and is monitored for effectiveness in the workplace through the use of regular spot checks. Care staff are observed in the real workplace to ensure knowledge gained through training is implemented in real life.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Padda employs robust recruitment methods including interviews, shadow shifts and assessments to ensure the right people are recruited. All necessary background checks are carried out including DBS and references checks to ensure the safety of residents. Turnover within Padda is small due to the collaborative approach Padda employs to ensure staff feel valued including regular staff meetings, visibility of Management and employee surveys.

Service Profile

Service Details

Name of Service	Glanmarlais

Telephone Number	01269839569
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?	142

Fees Charged

The minimum weekly fee payable during the last financial year?	688
The maximum weekly fee payable during the last financial year?	800

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	1
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?	Glanmarlais keeps in regular contact with residents and their families. Quarterly family forums are held onsite along with an online annual satisfaction survey. In addition, the RI interview client families as part of the Reg 73 visits and the Registered Manager is in constant contact with families.

Service Environment

How many bedrooms at the service are single rooms?	74
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	74
How many bathrooms have assisted bathing facilities?	74
How many communal lounges at the service?	10
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents have access to two large courtyards. One is a turfed sensory garden with water feature and the other is a slabbed courtyard with a potting shed.
Provide details of any other facilities to which the residents have access	Residents have access to a hairdressers salon onsite along with disabled baths and a giant tablet for games and communication.

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.

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.	Residents in Glanmarlais are able to be involved in their care, subject to their health problems, dementia and communication issues. As all residents have a diagnosis of dementia families play a large part in representing their loved ones. Key points are as follows: • Care plans evidence contact with residents families in determining the care to be provided, both at point of admission and ongoing, all sampled by the RI have a This is me document filled in. The RM has a board in her office to track family involvement in care plan reviews and during visits the RI observed multiple contact with families where care for their loved one was informally discussed with the RM or DRM. • The RI's observations of staff interactions with residents during visits was positive for both residential and nursing residents, with multiple instances seen of residents being asked what they wanted to eat/drink, do or engage with. Staff appeared to be able to think and act upon their own volition if they believed an opportunity should be made available to a resident. • The kitchen ensure residents always have a choice of meals, a resident can request what they wish and it will be made for them. • An activities wall is on display in the home and evidence was provided of multiple trips outside the home in the mini bus.
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.	Residents are content in the home and there appears a genuine warmth between staff and residents. Residents health needs seem attended to well. Key points are: • The RI's observations of staff interacting with residents included nails being painted, conversations taking place, dancing and singing and numerous instances of warm interactions. During all these interactions residents seemed happy and smiled. • The training matrix for the home was almost entirely up to date and included recent dementia training with the Alzheimer's society. • Weights are carried out monthly with evidence provided of action taken by the home if necessary (i.e. diet change). • Care plans inspected were personalized with all containing a This is me document (or variety of). Staff had access to these care plans at all times.

The extent to which people feel safe and protected from abuse and neglect.	Residents in the home are kept safe largely, there is no history or indication or abuse or neglect. Key points: • Safeguardings are tracked and have historically been low. • Falls are monitored using a tracker on a monthly basis with trends or root causes identified and acted upon. • There are no records of pressure sores in the home. • Upon inspection during recent visits, all staff are up to date with their SOVA training. In addition, the RI quizzes staff on their knowledge of the safeguarding procedure during visits. • Risk assessments were evidenced for any activities involving a risk to residents or staff (i.e. kitchen, maintenance etc.) • Staffing levels are maintained through use of a monthly dependency tracker and regular conversations between RM and RI using an excel tool. • Carers Supervision records includes reference to key competencies of their role (i.e. MH, Dementia, Paperwork). • Audits in the home are carried out regularly and a new system of online audits has been introduced (excluding HACCAP).
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Glanmarlais is a home that supports its residents well being and individualism. • The home bedrooms remain personalized for each resident, each room looks different based on the residents choices however more work is required on this front in the newer parts of the building (nursing wing). • Each residents has a lovely photo of themselves which is placed outside their door • Staff interactions observed over the course of several visits indicated that staff view the residents as real people and have genuine empathy and concern for their individual well being. • Recent renovations have created a residents friendly outdoor space (sensory garden) with fountain and grassy areas. Mobile residents are able to mobilize safely outdoors if they wish. The home also operates a non-restraint policy with few areas off limits to residents. • Recent investment has been made into dementia training with the Alzheimer's society and this programme of training is ongoing.

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)	61

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
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.	RISCA 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 term contact staff by hours worked per week.

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

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

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

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

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)	2
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	12

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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
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	12
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)	1
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	10
No. of staff working towards the required/recommended qualification	2

Nursing care staff	
Does your service structure include roles of this type?	No

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	42
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	18
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	18
Dementia	18
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	42
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)	42
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.	8-8 Days and Nights

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	39
No. of staff working towards the required/recommended qualification	3

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	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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	3
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	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	0
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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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 fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

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?	No