

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:	Pembroke Haven (Residential Homes) Ltd	
The provider was registered on:	09/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pembroke Haven	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/08/2018
	Responsible Individual(s)	Susan Mason
	Manager(s)	
	Maximum number of places	33
	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	The home has a training tracker which is used to identify each employee and their status of training. From that, plans are put in place to arrange the specific training required for individual employees. An external trainer carries out mandatory training which supports theory done on online.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There is a robust recruitment procedure when activated as positions are available. This then leads to interviews and pending result of those, a job offer is given subject to 2 satisfactory references, and DBS. To support retention supervision and meetings contribute through communication and support that fosters team relationships Covid has limited external activities however in house activities have taken place

Service Profile

Service Details

Name of Service	Pembroke Haven
Telephone Number	01646621267
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?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	650
The maximum weekly fee payable during the last financial year?	950

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Chats, both formal and informal, empower residents to play a role in the service they receive, such as customising menus to their preferences. Referrals are also made to support individuals with low weights or specialised diets.

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	31
How many bathrooms have assisted bathing facilities?	3
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	An enclosed patio area over looking the Cleddau Estuary, where residents can sit and enjoy the views whilst enjoying food and beverages, and accommodating friends and family.
Provide details of any other facilities to which the residents have access	Adjoining to the lounge boasts a large communal conservatory, which overlooks the Cleddau Estuary. Additionally there are small seating areas in the corridor where residents, can quickly access the dining area, where they can maintain their independence with the use of the Kitchenette. A treatment room is available for residents, to receive health and beauty treatment in a private setting.

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)	Yes
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.

As the RI, I regularly communicate with the Registered Manager and her staff via phone, email, and face-to-face to ensure effective communication. We hold managers meetings to share good practices for the wellbeing of individuals across the Quality of Care Review themes.

I actively participate in commissioning's training on Quality Assurance for future compliance. I aim to enhance the presentation of Quality Assurance and the Quality of Care Review to support each other, enabling a robust process for completion and improvements.

I have attended and participated over teams in different training sessions through 'My Home Life' that are committed to the development of positive practices.

I collaborate with the home to ensure care is delivered in a manner that prioritises individuals' voices, choice, and access to opportunities.

Care plans and examples provided can evidence that residents are able to express views, opinions, make choices and are able to have and enjoy the opportunities made available to them.

The process of reviews is inclusive, providing opportunities to express views and wishes. Also daily chats by management and staff with residents provide important feedback for all aspects of their care, helpful to residents less able to participate in the formal review process.

Residents can input at both informal and formal meetings where more communal topics can be discussed, such as menus, activities and how to raise concerns or complaints. Solutions are always sought to put things right, and therefore provide what that person requires to support them in all aspects of their life, to promote their wellbeing. On occasions, complaints that get raised that are not immediately able to be addressed, an agreed plan would be actioned to meet their outcomes.

Weekly manager and deputy meetings discuss key aspects of the home. 'My Home Life' themes of 'Personalisation' 'Navigation' and 'Transformation' will be included. A current example under 'Personalisation' 'Maintaining identity' and 'Creating community' shows how residents are supported to attend national events and achieve personal goals.

<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>Care plans, meetings, and conversations with the manager, deputy, staff, and residents allow me to audit processes and assess the happiness, support, and ongoing health of individuals. Being present in the home at various times, I witness first-hand how the staff addresses residents' happiness, health, and wellbeing. The biographies in care plans offer valuable insight into residents' lives, enabling personalised support on various levels. Understanding their strengths greatly enhances self-esteem and contributes to positive experiences that foster overall happiness and wellbeing.</p> <p>There are good examples of how this is being met in care plans. From items purchased to pursue personal hobbies and a move to a larger room to accommodate this. Also supported use of mobile phones, iPad's, and Alexas.</p> <p>The manager confirms that care plans effectively measure residents' happiness, health, and wellbeing through recorded notes from conversations and staff observations. These records can support involvement with external agencies and healthcare professionals. Residents have received vaccines for protection against Covid and flu viruses, and the home receives ongoing support and guidance from Environmental Health.</p> <p>Chats, both formal and informal, empower residents to play a role in the service they receive, such as customising menus to their preferences. Referrals are also made to support individuals with low weights or specialised diets.</p> <p>Activities take place at the home that can be participated in as a group or individual basis. The manager has shared with me the good social aspects that are happening at the home, as well as me being present for some of these. The home has pictures of these and the following is an insight into what has been taking place:</p> <ul style="list-style-type: none"> Attendance at national key services. Support of activity organiser Celebrations for Kings Coronation Outside entertainer Bingo Trips out Christmas party in the home Christmas lunch out Arts and crafts Halloween party with visiting children Residents birthdays.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Daily checks (level 1) occur during shift changeovers to ensure safety and security. This includes examining exit points, fire safety measures, the environment, temperature monitoring, equipment functionality, emergency lights, unobstructed fire exits, and preventing hazards. These checks account for all individuals on the premises, ensuring a safe environment for residents, staff, and visitors.</p> <p>The manager and RI conduct periodic audits to maintain safety standards. Fire safety measures, such as alarm and extinguisher testing, inspections, recommendations, and training, are part of the manager's responsibilities. Additionally, the manager ensures an adequate supply of medication is stored securely with proper documentation.</p> <p>The kitchen maintains proper paperwork and compliance with environmental health and food safety management systems. Food stocks are managed according to residents' needs and requests, following rotation guidelines and proper storage practices in larders, fridges, and freezers. Opened foods are labelled with use-by dates.</p> <p>An effective defect list identifies any faulty items or areas, ensuring timely action. The maintainer addresses these issues, with close collaboration between the managers. Staff involvement guarantees resident safety, such as removing and labelling defective equipment to prevent unsafe usage.</p> <p>Staff training and supervision ensure fitness for purpose and address any concerns or training needs. This aligns with Transformation's goal of maintaining a capable workforce and promoting a positive culture, as part of the 'My Home Life' initiative.</p> <p>Care plans, assessments, and risk assessments provide necessary information for safe care delivery and identifying risks of a abuse or neglect. The I STUMBLE protocol is followed for falls or incidents, ensuring appropriate action is taken. Incidents, including falls, are reported on a MARF form, with data recorded in an excel spreadsheet. This monitoring system promotes safety, enables effective tracking, and safeguards residents from abuse or neglect.</p>

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

As an RI, I assess how individuals' function within the accommodation to ensure it meets their safety needs and supports their personal goals. Weekly meetings address environmental concerns.

Individual rooms are furnished with home comforts, and residents can personalize them with their own items. They have a say in room colours and decorations during redecoration.

The lounge provides space for activities and TV viewing while maintaining a clear pathway for residents with walking aids. Side tables are used for drinks, snacks, and meals for those who prefer to dine in the lounge. The home provides ample room for people to have a sense of space with a large conservatory off the lounge that has access to a patio area and views across the Cleddau.

The kitchen is well equipped with ample room for storage and cooking/serving of meals and has a folder with all FSMS paperwork. The dining room is situated off the kitchen for residents to take their meals. Bathrooms are equipped with safe bathing facilities, as well as communal toilets and staff can support as required, with the addition of all rooms having ensuite facilities.

The manager, through informal conversations and observations with residents and staff, gathers ideas for changes in the lounge and other communal areas. Residents are invited to provide input on decor improvements.

Feedback from residents regarding the layout and accessibility of the home influenced changes, including a resident's decision to switch bedrooms for better accommodation of their healthcare equipment. The new room better suits their needs, and they are satisfied with the change.

During one visit I spent some time looking around all bedrooms. I could see that rooms were suited to individual tastes and needs, and quite a few residents enjoyed spending some time on their own in their rooms. The bedrooms provide ample room to sit and relax as well as sleep in. Ensuite facilities mean that they can maintain a good level of privacy accessing toilet facilities either independently, or with staff support as required, and that these were seen to be suited to individual needs.

A recent admission who was anxious about the move had been supported by family and staff to settle. This had been helped by being able to choose where they wanted things to be placed in their room, and having space for personal items linked to hobbies and pleasures to support their overall wellbeing.

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)	29.96
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
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	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	1

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	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	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	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
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?	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
<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	13
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	5
Safeguarding	1
Medicine management	3
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Acquired brain injury first aid allergen awareness dignity In care End of Life MCA oral health pressure ulcers sepsis urinary incontinence</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	13
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)	12
No. of part-time staff (16 hours or under per week)	0
<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 Shift 07:45 > 16:00, 2 Care Officer I/C Evening Shift 15:45 > 22:00, 2 Care Officer I/C Night Shift 21:45 > 08:00, 1 Care Officer I/C
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	4
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	17
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	9
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	17
Safeguarding	0
Medicine management	0
Dementia	15
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH First aid Allergen awareness Dignity In care End of Life MCA Oral Health Pressure ulcers Sepsis Urinary incontinence iStumble/ Camel
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	5

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)	17
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 Shift 07:45 > 16:00, 2 Care Worker Early Shift 07:45 > 14:00 2 Care Worker Evening Shift 15:45 > 22:00, 3 Care Worker Night Shift 21:45 > 08:00, 1 Care Worker
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1
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	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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	0
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.	CoSHH
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	5
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 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	4
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active listening First Aid Allergen Awareness Communication Kitchen Fire Awareness
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	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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	7
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.	Facility Manager To manage the property and logistics for the home.
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	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.	IT 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	1
No. of staff working toward required/recommended qualification	1