

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: | Pennal View Residential Care Home Ltd | |
| The provider was registered on: | 05/08/2022 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Pennal View Residential Care Home Ltd | |
| | Service Type | Care Home Service |
| | Type of Care | Adults Without Nursing |
| | Approval Date | 05/08/2022 |
| | Responsible Individual(s) | Dylan Williams |
| | Manager(s) | Menna Williams |
| | Maximum number of places | 16 |
| | 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 | Staff training matrix in place that identifies training needs and expiry dates. All mandatory training is in place extra training and specialized training needs are identified and sourced on a regular basis. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | Staff levels are continually monitored and new staff recruited as required. |

Service Profile

Service Details

| | |
|--|---------------------------------------|
| Name of Service | Pennal View Residential Care Home Ltd |
| Telephone Number | 01974251279 |
| What is/are the main language(s) through which your service is provided? | Welsh Medium and English Medium |
| Other languages used in the provision of the service | NA |

Service Provision

People Supported

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

Fees Charged

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| The minimum weekly fee payable during the last financial year? | 885 |
| The maximum weekly fee payable during the last financial year? | 900 |

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? | - |

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 14 |
| How many bedrooms at the service are shared rooms? | 1 |
| How many of the bedrooms have en-suite facilities? | 0 |
| How many bathrooms have assisted bathing facilities? | 4 |
| 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 | Residents have access to an outside patio area and are able to walk within the grounds of the home. |
| Provide details of any other facilities to which the residents have access | - |

Communicating with people who use the service

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| 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. | Staff have a very good understanding of individual needs and preferences and ensure they spend time with people. Care workers understand the benefits of the activities at the home and are always looking for new ideas to stimulate and entertain the residents. There are photos of theme nights, quizzes and pet therapy. |
| 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 very positive about the service they receive. Personal care plans focus on care tasks and things that matter to them. The manager involves health and social care professionals to help residents remain as healthy as possible. Residents are respected as individuals, interactions with the staff team are understanding, warm and friendly. Residents live in a bilingual environment, which means they can communicate in Welsh or English as they choose. |
| The extent to which people feel safe and protected from abuse and neglect. | Residents feel they get the right care and support, from skilled and knowledgeable care workers, who are appropriately recruited. Staff protect people from abuse and neglect and are fully aware of their responsibilities to raise concerns. Residents know that they can easily approach staff or management with any complaints they have. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | Residents are happy and relaxed in a homely environment. There are communal areas for residents to socialise in and to do things that make them feel happy. Bedrooms are personalised by the individual and gardens are accessible for people to do things they enjoy. |

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

Number of posts and staff turnover

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|--|----|
| The total number of full time equivalent posts at the service (as at 31 March) | 14 |
|--|----|

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 | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 1 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 1 |
| 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 |
| Deputy service manager | |
| Does your service structure include roles of this type? | No |
| 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? | No |

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|---|--|
| Other 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 | 12 |
| 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 | 12 |
| Manual Handling | 12 |
| Safeguarding | 12 |
| Medicine management | 12 |
| Dementia | 12 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | - |
| <p>Contractual Arrangements</p> | |
| 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 |
| <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) | 3 |
| No. of part-time staff (17-34 hours per week) | 7 |
| No. of part-time staff (16 hours or under per week) | 2 |
| <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. | 7am-3pm 7am-12pm 12pm-9pm 3pm-9pm 9pm-7:30am |
| <p>Staff Qualifications</p> | |
| 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 |
| Domestic staff | |
| Does your service structure include roles of this type? | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| Filled and vacant posts | |
| No. of staff in post | 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 | 0 |
| Infection, prevention & control | 1 |
| Manual Handling | 0 |
| Safeguarding | 1 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | - |
| Contractual Arrangements | |
| No. of permanent staff | 0 |
| 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 |
| Staff Qualifications | |
| No. of staff who have the required qualification | 1 |
| No. of staff working toward required/recommended qualification | 0 |
| Catering staff | |
| Does your service structure include roles of this type? | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |

| | |
|---|----|
| 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 | 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 | 1 |
| 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 | 1 |
| 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 |