

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:	Penygelli Care Homes Ltd	
The provider was registered on:	15/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Penygelli Hall	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/11/2018
	Responsible Individual(s)	Gillian Suckley
	Manager(s)	Donna Woodcock
	Maximum number of places	24
	Service Conditions	There are no conditions associated to this service
	EmVilla	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	15/11/2018
	Responsible Individual(s)	Gillian Suckley
	Manager(s)	Gillian Suckley
	Maximum number of places	8
	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 recognise that during the COVID-19 pandemic, it was necessary to provide training virtually using appropriate technology and platforms and we recognise that there are benefits to continuing to provide training in this manner. During the last financial year we have continued to ensure that all staff have received the required training in whatever form is most appropriate by identifying, planning and meeting the training needs of all staff, from induction to senior staff and management.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our aim is to recruit and retain skilled people by the use of safe processes. We have continued to ensure that we have a robust approach to staff recruitment to comply with the homes recruitment policy and procedures and relevant legislation. We maintain the services of an independent employment law company to support us in our commitment to equality of opportunity and fair treatment of staff in all aspects of recruitment and retention and meeting our legal obligations and best practice.

Service Profile

Service Details

Name of Service	Elm Villa
Telephone Number	01978752198
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	The home continues to work towards the Welsh active offer.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	688.06

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The service holds regular meetings with people who live at the service to keep them up to date on the service and to discuss activities and events that they may wish to participate in. Care plan reviews also give people the opportunity to discuss any individual preferences, personal wishes and concerns.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	2
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	The home has a garden and there is off road parking at the service.
Provide details of any other facilities to which the residents have access	The service has a quiet lounge for people who wish to be on their own or to receive visitors in private, away from the communal lounges and their individual bedroom.

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.

The service is led by the registered manager who has been in post for several years and is suitably qualified for the role of manager. The manager has recently completed a Postgraduate Qualification in Leadership (Level 7) jointly accredited by Bangor Cardiff University (October 2022) to build on existing knowledge and drive service improvement.

The manager is registered with Social Care Wales (SCW) and is committed to developing and improving outcomes for people who live at the service and ensuring that people are treated with dignity and respect and that people's choice and preferences are always listened to and their opinions valued and respected. Meetings are held for people using the service which gives people a "voice" and are able to put forward their views and ideas about the service and opportunities made available to them. Activities are available and people are able to put forward their ideas about how they would like to spend their time and what they would like to do.

People are encouraged to have as much voice and control over their lives as they possibly can. People's care and support plans are planned around their wishes, preferences and needs and they decide how and where they will spend their day. People can receive visits from family and friends when they wish to do so and they are always made to feel welcome at the service. The manager and care staff communicate regularly with family of people living at the service.

The service is working towards providing an Active Offer of the Welsh language and continues to promote the use of the Welsh language and culture. Some Welsh speaking staff are available for people who want to communicate through the Welsh language. Signage around the service is bilingual.

<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>People living at the service receive good quality care and support and are respected as individuals. People benefit from a consistent staff team who are kind in their approach and treat people with dignity and respect. Care staff want the best for the people they support and people are encouraged to have as much choice and control over their lives as they can. People's care is planned around their wishes, preferences, and needs. Care staff know people well and support is delivered in a person-centred manner with people's health and social needs understood. Care records identify and recognise people's spiritual beliefs and preferred language and people one-page profiles provide staff with the information they need to know about a person as a unique individual so staff know what matters most to the people in their care. Life histories form part of the care and support planning.</p> <p>Individual physical, mental health and emotional well-being are recognised as part of the care planning process. People are supported to be healthy and there are positive outcomes in relation to nutritional needs and mobility. Care staff have access to a personal plan which is reviewed regularly and people are involved in their care planning and reviews. Care and support plans include details of people's personal preferences which are valued and respected by all staff. People have a named keyworker to coordinate their care and are proactive in monitoring people's health and well-being. Risk associated with people's safety are assessed and risk assessments are in place to support people to be as independent as possible, taking their needs and wishes into account. Care staff understand people's risk and how to reduce these risks. People have manual handling risk assessments recorded in their care and support plan and care staff receive two-day manual handling training as part of their induction training followed by yearly updates thereafter. Arrangements are in place to support people who are at risk of falls with falls risks assessments including in the persons care and support plan. Arrangements are in place to support people with end of life care planning if they chose to do so. The manager and care staff at the service have completed training in end of life care and are able to support the person with their choice and preferences regarding their last days of life and death.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Arrangements are in place to keep people safe and protected from harm, abuse and neglect and people feel safe and secure around the care staff who support them.</p> <p>Systems and processes are in place to ensure that people remain safe whilst promoting their independence. Staff receive regular training and have access to policies and procedures to support them in their role.</p> <p>The service makes applications to the relevant authorities in a timely and consistent manner as required under the Deprivation of Liberty Safeguards (DoLS) for people who do not have the ability to make decisions about aspects of their care and support. The service ensures that Advocacy Services are available to support people who do not have the ability to make decisions about their care and support and do not have family to support them.</p> <p>People who are considered to be at risk of going missing have a Herbert Protocol in their Care and Support plan. This document contains personal information about the person and will support care staff, partner agencies and the police if a person it refers to goes missing from the service. This information would be shared with professionals, including the police, in order to safeguard and protect the person. Arrangements are in place to support people if they need to be transferred to another setting, for example, hospital. The Red Bag Scheme forms part of the care and support plan for people we support and includes standardised paperwork for hospital admissions. This supports a smoother admission process, better communication with baseline information and details about the current reason for admission to hospital. It provides timely information on admission to hospital and protects the individual from the risk of misinformation ensuring that the individual receives the most appropriate care whilst in hospital. People are supported by staff who are recruited safely. The service carries out appropriate recruitment checks to ensure all staff are suitably fit to work with vulnerable adults. This includes Disclosure and Barring Service and identity checks and references from previous employment to confirm they are of good character. Investment is made to develop the staff team. The staff are skilled and experienced and there is very low staff turnover at the service which indicates that people are happy to work at the service. Staff have access to training and are encouraged and motivated to keep up to date with training and development by the manager.</p>

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

The Statement of Purpose and Service user Guide accurately describes the current service arrangements it has in place regarding people's care and accommodation. The service provides people with care and support in a well-maintained with a welcoming ambience. The service is clean, homely, and well-furnished and a welcoming environment. People can choose where to spend their time, either in their own rooms or in communal areas and are encouraged to personalise their own rooms with photographs and ornaments to people to reflect on the important aspects of their lives. People are made to feel at home and comfortable. People can access outdoor space as there is a small garden.

Health and safety checks are carried out and all areas of the home are maintained to a good standard. Equipment is well maintained and serviced within the specified timeframes and the service maintains records to support this.

The service was awarded a 5-star (very good) food hygiene rating. People benefit from good hygiene and infection control standards. There are good levels of cleanliness throughout the building and all staff receive regular training in infection prevention and control in line with the homes policies and procedures and Public Health Wales.

The service maintains the services of an independent company to support them with matters relating to health and safety, including independent inspections and audits of the premises to ensure that people who live and work at the services are safe with on-going maintenance of the environment and equipment is maintained in good working order and serviced as required.

The manager and care staff at the service are supported by a team of non-care staff which includes cooks, domestics, and maintenance staff. Non-care receive training in all aspects of health and safety, infection prevention and control, food safety and other training relevant to their role and responsibilities.

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)	11
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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
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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

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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The manager has completed and awarded a Postgraduate Certificate in Sustainable Leadership and Management accredited by Cardiff University on the 14th October 2022.</p> <p>The manager continues to keep up to date with all statutory and mandatory training.</p> <p>In addition to the above training, the manager has completed training in the last financial year in the following: fluids and nutrition, arthritis, osteoporosis, swallow awareness, falls prevention, Deprivation of Liberty Safeguards, consent, mental capacity, confidentiality and handling information in care, Parkinson's, whistleblowing, general data protection regulations,</p> <p>The registered manager is a moving and handling key trainer and attends annual training updates and key trainer meetings to keep up to date with legislation and best practice.</p>

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	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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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
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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
<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	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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In addition to the above training, social care workers have completed training in the last financial year in the following: fluids and nutrition, arthritis, osteoporosis, swallow awareness, falls prevention, Deprivation of Liberty Safeguards, consent, mental capacity, confidentiality and handling information in care, Parkinson's, whistleblowing, general data protection regulations,
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)	1
No. of part-time staff (17-34 hours per week)	8
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.	<p>Typical shift patterns for Social Care Workers: 8am - 8pm 8am - 2pm 2pm-8pm 8pm-8am</p>
<p>Staff Qualifications</p>	
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	0
<p>Domestic 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>	
<p>Filled and vacant posts</p>	
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Domestic Staff have completed training in all areas of Health and Safety Training and core care skills including dignity and respect, confidentiality,</p>
<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
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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catering Staff are expected to undertake training in all areas of Health and Safety Training and core care skills including dignity and respect, confidentiality.
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	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)	1
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	2
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.	Maintenance Officer To carry out repairs and maintenance and co-ordinate health and safety inspection visits to ensure that the service is well maintained.
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	1
Infection, prevention & control	1
Manual Handling	1
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.	PAT testing 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	0

Service Profile

Service Details

Name of Service	Penygelli Hall
Telephone Number	01978753353
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	29
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Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	688.06

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The service holds regular meetings with people who live at the service to keep them up to date on the service and to discuss activities and events that they may wish to participate in. Care plan reviews also give people the opportunity to discuss any individual preferences, personal wishes and concerns.

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	2

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	The service has a garden and outdoor seating area. There is off road parking at the service.
Provide details of any other facilities to which the residents have access	The service has a quiet lounge for people who wish to be on their own or to receive visitors in private, away from the communal lounges and their individual bedroom.

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service is led by the registered manager who has been in post for several years and is suitability qualified for the role of manager. The manager has recently completed a Postgraduate Qualification in Leadership (Level 7) jointly accredited by Bangor Cardiff University (October 2022) to build on existing knowledge and drive service improvement.</p> <p>The manager is registered with Social Care Wales (SCW) and is committed to developing and improving outcomes for people who live at the service and ensuring that people are treated with dignity and respect and that people's choice and preferences are always listened to and their opinions valued and respected. Meetings are held for people using the service which gives people a "voice" and are able to put forward their views and ideas about the service and opportunities made available to them. Activities are available and people are able to put forward their ideas about how they would like to spend their time and what they would like to do.</p> <p>People are encouraged to have as much voice and control over their lives as they possibly can. People's care and support plans are planned around their wishes, preferences and needs and decide how and where they will spend their day. People can receive visits from family and friends when they wish to do so and they are always made to feel welcome at the service. The manager and care staff communicate regularly with family of people living at the service.</p> <p>The service is working towards providing an Active Offer of the Welsh language and continues to promote the use of the Welsh language and culture. Some Welsh speaking staff are available for people who want to communicate through the Welsh language. Signage around the service is bilingual.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>People living at the service receive good quality care and support and are respected as individuals. People benefit from a consistent staff team who are kind in their approach and treat people with dignity and respect. Care staff want the best for the people they support and people are encouraged to have as much choice and control over their lives as they can. People's care is planned around their wishes, preferences, and needs. Care staff know people well and support is delivered in a person-centred manner with people's health and social needs understood. Care records identify and recognise people's spiritual beliefs and preferred language and people one-page profiles provide staff with the information they need to know about a person as a unique individual so staff know what matters most to the people in their care. Life histories form part of the care and support planning.</p> <p>Individual physical, mental health and emotional well-being are recognised as part of the care planning process. People are supported to be healthy and there are positive outcomes in relation to nutritional needs and mobility. Care staff have access to a personal plan which is reviewed regularly and people are involved in their care planning and reviews. Care and support plans include details of people's personal preferences which are valued and respected by all staff. People have a named keyworker to coordinate their care and are proactive in monitoring people's health and well-being. Risk associated with people's safety are assessed and risk assessments are in place to support people to be as independent as possible, taking their needs and wishes into account. Care staff understand people's risk and how to reduce these risks. People have manual handling risk assessments recorded in their care and support plan and care staff receive two-day manual handling training as part of their induction training followed by yearly updates thereafter. Arrangements are in place to support people who are at risk of falls with falls risks assessments including in the persons care and support plan. Arrangements are in place to support people with end of life care planning if they chose to do so. The manager and care staff at the service have completed training in end of life care and are able to support the person with their choice and preferences regarding their last days of life and death.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Arrangements are in place to keep people safe and protected from harm, abuse and neglect and people feel safe and secure around the care staff who support them.</p> <p>Systems and processes are in place to ensure that people remain safe whilst promoting their independence. Staff receive regular training and have access to policies and procedures to support them in their role.</p> <p>The service makes applications to the relevant authorities in a timely and consistent manner as required under the Deprivation of Liberty Safeguards (DoLS) for people who do not have the ability to make decisions about aspects of their care and support. The service ensures that Advocacy Services are available to support people who do not have the ability to make decisions about their care and support and do not have family to support them.</p> <p>People who are considered to be at risk of going missing have a Herbert Protocol in their Care and Support plan. This document contains personal information about the person and will support care staff, partner agencies and the police if a person it refers to goes missing from the service. This information would be shared with professionals, including the police, in order to safeguard and protect the person. Arrangements are in place to support people if they need to be transferred to another setting, for example, hospital. The Red Bag Scheme forms part of the care and support plan for people we support and includes standardised paperwork for hospital admissions. This supports a smoother admission process, better communication with baseline information and details about the current reason for admission to hospital. It provides timely information on admission to hospital and protects the individual from the risk of misinformation ensuring that the individual receives the most appropriate care whilst in hospital. People are supported by staff who are recruited safely. The service carries out appropriate recruitment checks to ensure all staff are suitably fit to work with vulnerable adults. This includes Disclosure and Barring Service and identity checks and references from previous employment to confirm they are of good character. Investment is made to develop the staff team. The staff are skilled and experienced and there is very low staff turnover at the service which indicates that people are happy to work at the service. Staff have access to training and are encouraged and motivated to keep up to date with training and development by the manager.</p>

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

The Statement of Purpose and Service user Guide accurately describes the current service arrangements it has in place regarding people's care and accommodation. The service provides people with care and support in a well-maintained with a welcoming ambience. The service is clean, homely, and well-furnished and a welcoming environment. People can choose where to spend their time, either in their own rooms or in communal areas and are encouraged to personalise their own rooms with photographs and ornaments to people to reflect on the important aspects of their lives. People are made to feel at home and comfortable. People can access outdoor space as there is a small garden.

Health and safety checks are carried out and all areas of the home are maintained to a good standard. Equipment is well maintained and serviced within the specified timeframes and the service maintains records to support this.

The service was awarded a 5-star (very good) food hygiene rating. People benefit from good hygiene and infection control standards. There are good levels of cleanliness throughout the building and all staff receive regular training in infection prevention and control in line with the homes policies and procedures and Public Health Wales.

The service maintains the services of an independent company to support them with matters relating to health and safety, including independent inspections and audits of the premises to ensure that people who live and work at the services are safe with on-going maintenance of the environment and equipment is maintained in good working order and serviced as required.

The manager and care staff at the service are supported by a team of non-care staff which includes cooks, domestics, and maintenance staff. Non-care receive training in all aspects of health and safety, infection prevention and control, food safety and other training relevant to their role and responsibilities.

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)	18
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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
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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

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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The manager has completed and has been awarded a Postgraduate Certificate in Sustainable Leadership and Management accredited by Cardiff University on the 14th October 2022.</p> <p>The manager continues to keep up to date with all statutory and mandatory training.</p> <p>In addition to the above listed training, the manager has completed training in the last financial year in the following: fluids and nutrition, arthritis, osteoporosis, swallow awareness, falls prevention, Deprivation of Liberty Safeguards, consent, mental capacity, confidentiality and handling information in care, Parkinson's, whistleblowing, general data protection regulations,</p> <p>The registered manager is a moving and handling key trainer and attends annual training updates and key trainer meetings to keep up to date with legislation and best practice.</p>
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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	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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

The deputy manager continues to keep up to date with all statutory and mandatory training. In addition to the above listed training, the deputy manager has completed training in the last financial year in the following: fluids and nutrition, arthritis, osteoporosis, swallow awareness, falls prevention, Deprivation of Liberty Safeguards, consent, mental capacity, confidentiality and handling information in care, Parkinson's, whistleblowing, general data protection regulations.

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>	
Filled and vacant posts	
No. of staff in post	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior Care Staff continue to keep up to date with all statutory and mandatory training. In addition to the above listed training, Senior Social Care Workers have completed training in the last financial year in the following: fluids and nutrition, arthritis, osteoporosis, swallow awareness, falls prevention, Deprivation of Liberty Safeguards, consent, mental capacity, confidentiality and handling information in care, Parkinson's, whistleblowing, general data protection regulations and supervision.
Contractual Arrangements	
No. of permanent staff	3
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)	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.	Typical shift patterns for Social Care Workers: 8am - 8pm 8am - 2pm 2pm-8pm 8pm-8am
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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	3
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
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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	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	0
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social Care Staff continue to keep up to date with a ll statutory and mandatory training. In addition to the above listed training, Social Care Workers have completed training in the last financial year in the following: fluids and nutrition, arthritis, osteoporosis, swallow awareness, falls prevention, Deprivation of Liberty Safeguards, consent, mental capacity, confidentiality and handling information in care, Parkinson's, whistleblowing, general date protection regulations.
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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)	6
No. of part-time staff (17-34 hours per week)	6
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.	Typical shift patterns for Social Care Workers: 8am - 8pm 8am - 2pm 2pm - 8pm 8pm -8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	0
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	4

Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
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)	1
No. of part-time staff (16 hours or under per week)	1
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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	

No. of permanent staff	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)	1
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	1
No. of staff working toward required/recommended qualification	1
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.	Maintenance - carry out repairs and improvement works
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	1
Infection, prevention & control	1
Manual Handling	1
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
<div style="border: 1px solid black; padding: 2px;"> Outline below the number of permanent and fixed term contact staff by hours worked per week. </div>	
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
<div style="border: 1px solid black; padding: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0