

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:	PLAS GARNEDD CARE LIMITED	
The provider was registered on:	22/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Plas Garnedd Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	06/09/2018
	Responsible Individual(s)	Elen Hughes
	Manager(s)	Helen Davies
	Maximum number of places	28
	Service Conditions	There are no conditions associated to this service
	Plas Garnedd Pentraeth	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Elen Hughes
	Manager(s)	Patricia Dutton
	Maximum number of places	23
	Service Conditions	There are no conditions associated to this service
	Plas Garnedd Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Elen Hughes
	Manager(s)	Emma Jones
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have an in house trainer who is qualified to teach all mandatory training for staff in house. we also use the All Wales passport scheme and base our induction programme on the framework issued by SCW. we use a mix of F2F training with online training resources provided by Anglesey Social Services training department and Social Care TV. One to one training is also provided by Managers and Keyworkers for tasks such as medication training where observations and competency are assessed.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

We use indeed mainly to recruit new staff, we also use social media and have a staff recruitment incentive for existing staff who introduce a colleague. we are committed to paying the real living wage to all staff and pay younger members of staff the same hourly rate. Staff get double time on bank holidays. All staff are valued and are encouraged to develop in their career pathways. we mentor and teach new staff and give them encouragement to develop at their own pace.

Service Profile

Service Details

Name of Service	Plas Garnedd Care Limited
Telephone Number	01248714640
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	Access to BSL and Makaton and translators of other languages can be sourced if necessary

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	196
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.73
The maximum hourly rate payable during the last financial year?	19.73

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?	We conduct an annual questionnaire of both service users and visiting professionals to monitor the quality of care. we participate in all CRT meetings and work very closely with the MDT. as we are patch based we have the ability to work in smaller teams which ensures that any concerns raised by the client is dealt with swiftly and appropriately.

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	Yes
British Sign Language (BSL)	Yes
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.

<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>We have an open door service where clients and their families have open access to our office, either in person or by email during office hours or through the 24 hour telephone number. they also have direct access to a named supervisor who will act as the lead in their care and will liaise with them on a regular basis to monitor and amend their care and support plans to ensure that their needs are being met. Wherever possible the clients can choose the times of calls and if necessary these can be amended to suit the needs of the client. Our team are aware of additional support resources, either voluntary or through visiting professionals and are able to signpost clients to other services that would enhance their quality of life. We have an active welsh policy and clients are able to express their language preferences and these will be met as far as we can in order to provide a safe needs based service. we work in small teams so as not to overload the client with different care staff and to facilitate an intimate and comfortable relationship based on familiarity and trust with their care team.</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>All clients are encouraged to participate in their care using a working with rather than a working for model of support. clients are supported to make their own decisions even if these decisions may involve an aspect of positive risk. staff are encouraged to discuss outcomes with clients and strive towards meeting these outcomes. We work in small teams and there is a named supervisor for each team. this facilitates good communication and helps build trust and understanding. well being always involves both physical and mental well being and staff are aware of the need to understand the importance of emotional well being through training and development.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive Safeguarding training as part of their induction and are offered refresher courses on a regular basis. All staff are vetted in accordance with governance and DBS checked. All staff receive an intensive induction training package as well as a supervisory period in order to assess competency. a 12 week probationary period is in place and regular supervisions take place upon successful completion of the probationary period. Spot checks are regularly carried out by the manager and we have robust policies on financial transactions which may be required. Staff are encouraged to be aware of coercive control and mental capacity and understand that they have a duty of care to report any concerns be it from act or omission that may impact the client in a negative way.</p>

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)

36

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
<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	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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all mandatory training completed
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
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?	No
Other supervisory 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	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
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training completed
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
<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)	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 social care worker	3
No. of staff working towards the required/recommended qualification	3
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	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
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training completed
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	3
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	52
No. of posts vacant	5
<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	35
Health & Safety	35
Equality, Diversity & Human Rights	35
Manual Handling	35
Safeguarding	35
Dementia	35
Positive Behaviour Management	35
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training completed
Contractual Arrangements	
No. of permanent staff	52
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	6
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)	36
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	41
No. of staff working towards the required/recommended qualification	11
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Plas Garnedd Pentraeth
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Telephone Number	01248450464
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	We can access BSL and Makaton interpreters if needed and can also source translators of other languages if needed.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	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?	Our Manager operates an open door policy and all clients, families, professionals and staff are encouraged to speak to the manager openly at all times. An annual quality review is undertaken by the manager and its results are shared with relevant parties in order to continually monitor and improve services. Clients are listened to and are provided with opportunities to promote independence and maintain their own identity and freedom of choice wherever possible.

Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	23
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is an enclosed courtyard to the rear of the property with landscaped gardens and comfortable seating area. To the side of the property there is a safe patio area with a small outhouse for people to enjoy sitting in the shade.
Provide details of any other facilities to which the residents have access	Hairdressing room, some clients assist with laundry duties and can access the kitchen area to assist in simple tasks according to their preferences. This is based on risk assessment and is actively encouraged where possible.

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	Yes
British Sign Language (BSL)	Yes
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.

<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>On admission a full profile is written with the client which covers all preferences including care and support aspects as well as setting out outcomes and any other input that would enhance their everyday life. This includes language preferences and cultural preferences.</p> <p>daily routines including dietary preferences are recorded and as well as their preferred daily routines, eg newspapers, spending time with other clients, sleeping arrangements, medication management.</p> <p>activities are offered to all clients but they are not varied and can range from 1:1 to full group activities. Pastoral care is also offered to all clients in the religion of their choice.</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>We have a full and varied activity programme which is regularly monitored according to the assessed needs of current clients. wherever possible we strive to include activities that appeal to all clients on some level. there are safe and attractive ground and wheelchair accessible tubs and borders for those that enjoy gardening. Relatives are encouraged to participate in activities bringing their own talents and hobbies in to the home.</p> <p>GP contact is maintained regularly and there is always access to District Nursing services as well as a range of other health professionals, for example Speech and Language Therapists, Occupational Therapists and other therapists that would contribute to a client's health and well being.</p> <p>Clients are always treated as individuals and their care and support plans reflect this. Each has their own Keyworker who reviews these care plans every three months or sooner if a client's needs change.</p> <p>Clients are encouraged to take positive risks if these are deemed to be in their best interest, for example going for walks or shopping in the local village.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained in Safeguarding including ancillary staff. All staff are aware of the importance of reporting any concerns to the registered manager and of the timescales for reporting.</p> <p>All monies and valuables are recorded and all financial transactions are invoiced clearly. We have a comprehensive risk assessment and Safeguarding Policy in place and staff are offered an extensive programme of online training to cover all possible situations including coercive control.</p> <p>We have a very open approach to management and staff understand the importance of Whistleblowing and are supported and encouraged to use the Whistleblowing Policy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We offer high quality personalised care and support to enable our clients to lead a full and active life whilst maintaining their safety and well being. we work on the "doing with" rather than the "doing for" model in order to maintain and promote clients independence and ability to make positive lifestyle choices. If clients do not have the mental capacity to make these decisions we work closely with family members to ensure that the care and support delivered is suitable and promotes dignity and well being at all times.</p>

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

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
	<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	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.	Our Registered Manager knows that we are supportive of all training opportunities offered and can access these training courses as and when they want to. The person is a very experienced Registered Manager with many years of experience in the social care setting. Fire Safety Training First Aid Training	
Contractual Arrangements		
No. of permanent staff	1	

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	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.	We have one Night Care Supervisor who works closely with the Registered Manager to provide the highest level of care and support throughout the 24 hour period. The person is encouraged to attend all courses available and is suitably qualified to carry out their duties.

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 social care worker	1
No. of staff working towards the required/recommended qualification	1
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
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6

Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Keyworkers are trained in Supervisory Management and are encouraged to undertake any courses that they feel would be beneficial to their role as a Keyworker. Fire Safety Training First Aid Training
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)	6
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.	Each day shift between the hours of 8am - 8pm has two Keyworkers on Duty. One is assigned solely to administer medication in the morning whilst the second is on the floor working with the other staff Each night shift between 8pm -8am has one keyworker on shift and this Keyworker has sole responsibility for the administration of medication and takes charge of the night shift for that night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	6
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	10
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	10

Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF level 2 and 3 available Fire Safety Training First Aid Training

Contractual Arrangements

No. of permanent staff	10
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)	4
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.	Between the hours of 8-8pm there are 2 carers on duty for each shift. Between the hours of 8-8am there is 1 carer on duty
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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	10
No. of staff working towards the required/recommended qualification	0

Domestic staff

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	1
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.	We have a rigorous induction programme which includes Fire Safety Training and First Aid 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

Catering staff

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	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Catering Staff hold the Level 2 Basic Food Hygiene certificate. All Chefs hold the Level three Food Hygiene Certificate Fire Safety Training First Aid Training

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)	4
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	4
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.	Groundsman and Estates person. To maintain the building and grounds to a high standard and ensure continuity of the service in the event of a structural defect

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
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.	Both individuals are trained in their own areas of expertise Fire Safety Training First Aid Training

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Plas Garnedd Residential Home
Telephone Number	01248714640
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	We have access to BSL and Makaton and also to translators if requires

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	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?	We have an annual quality review audit during which we collate data from relatives and from visiting professionals about the quality of the care delivered at the service. This is in conjunction with data collected by the RI during the three monthly audit of the care home. We also collate informal reviews of the service during adhoc visits to the care home and ask that the Registered Manager visits each client individually on shift to check that all is well. This tends to be the most useful tool as it ensures that the manager has a very close relationship with their clients at all times which makes it much easier to monitor the operations side.

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	28
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a large landscaped garden to the front of the home which sits in a quarter of an acre of mature gardens. There is a wooden driveway leading up to the home and seating areas on the decking which are wheelchair accessible. There are benches dotted around the garden and all are safely accessible to our clients. To the rear of the building there is a small patio area with seating which can be safely used by clients.
Provide details of any other facilities to which the residents have access	A summerhouse which can be used to entertain guests during the summer months

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.

<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>On admission a full profile is written with the client which covers all preferences including care and support aspects as well as setting out outcomes and any other input that would enhance their everyday life. This includes language preferences and cultural preferences.</p> <p>daily routines including dietary preferences are recorded and as well as their preferred daily routines, eg newspapers, spending time with other clients, sleeping arrangements, medication management.</p> <p>activities are offered to all clients but they are not varied and can range from 1:1 to full group activities. Pastoral care is also offered to all clients in the religion of their choice.</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>We have a full and varied activity programme which is regularly monitored according to the assessed needs of current clients. Wherever possible we strive to include activities that appeal to all clients on some level. There are safe and attractive ground and wheelchair accessible tubs and borders for those that enjoy gardening. Relatives are encouraged to participate in activities bringing their own talents and hobbies in to the home.</p> <p>GP contact is maintained regularly and there is always access to District Nursing services as well as a range of other health professionals, for example Speech and Language Therapists, Occupational Therapists and other therapists that would contribute to a client's health and well-being.</p> <p>Clients are always treated as individuals and their care and support plans reflect this. Each has their own Keyworker who reviews these care plans every three months or sooner if a client's needs change.</p> <p>Clients are encouraged to take positive risks if these are deemed to be in their best interest, for example going for walks or shopping in the local village.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained in Safeguarding including ancillary staff. All staff are aware of the importance of reporting any concerns to the registered manager and of the timescales for reporting.</p> <p>All monies and valuables are recorded and all financial transactions are invoiced clearly. We have a comprehensive risk assessment and Safeguarding Policy in place and staff are offered an extensive programme of online training to cover all possible situations including coercive control.</p> <p>We have a very open approach to management and staff understand the importance of Whistleblowing and are supported and encouraged to use the Whistleblowing Policy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We offer high quality personalised care and support to enable our clients to lead a full and active life whilst maintaining their safety and well-being. We work on the "doing with" rather than the "doing for" model in order to maintain and promote clients' independence and ability to make positive lifestyle choices. If clients do not have the mental capacity to make these decisions we work closely with family members to ensure that the care and support delivered is suitable and promotes dignity and well-being at all times.</p>

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) 15

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	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.	IOSH training QCF level 5 undertaken Fire Safety First Aid
	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?	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?	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	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10

Please outline any additional training undertaken pertinent to this role which is not outlined above.	All senior staff either hold the NVQ level 3 or above or are working towards it Fire Safety First Aid Training
Contractual Arrangements	
No. of permanent staff	10
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)	7
No. of part-time staff (17-34 hours per week)	3
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.	There are two senior staff workers working on the 8-5 shift. One senior worker on each 5-10 shift and one senior care staff working on the 10-8 shift overnight
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	35
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	16
Health & Safety	35
Equality, Diversity & Human Rights	35
Infection, prevention & control	35
Manual Handling	35
Safeguarding	35
Medicine management	16

Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff are registered with Social Care Wales and have completed all mandatory training and are suitably qualified for their role
Contractual Arrangements	
No. of permanent staff	35
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)	27
No. of part-time staff (16 hours or under per week)	6
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.	There are 3 care workers working between 8-1pm there are two workers working on the 5-10 shift and there is one carer working on the 10-8am shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	29
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	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	0
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.	We have provided the domestic with a full induction programme including fire safety training and first aid
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
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0

Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All chefs are required to complete the level three food hygiene award and all staff have mandatory training and induction including First Aid and Fire Safety training.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer looks after the internal building works Groundskeeper works on the grounds outside
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
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.	Both members of staff have the relevant training and support to carry out their roles

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)	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