

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:	Quality Care (Surrey) Ltd	
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:	Ty Pentwyn Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	22/08/2018
	Responsible Individual(s)	Sinnathamby Selvakumaran
	Manager(s)	Susan Rosser
	Maximum number of places	35
	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	All staff have undertaken mandatory training via Social Care TV. It included Moving and handling (Theory and assessment), COSHH, Health and Safety, Infection control, Fire, safeguarding and dementia. Nurses and Manager also performed epilepsy training via Local Authority. Supplemental training was undertaken including stress management, drug misuse, wound care, activities and exercise, Hepatitis, eating disorders, depression and alcohol misuse
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have no issues with recruiting staff in general, posts are usually filled quickly. Nurses however prove more difficult. We usually advertise on our facebook page as we have found this attracts more people.

Service Profile

Service Details

Name of Service	Ty Pentwyn Care Home
Telephone Number	01443778010
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	A number of staff have a minimal amount of Welsh language ability.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	41
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Fees Charged

The minimum weekly fee payable during the last financial year?	681.00
The maximum weekly fee payable during the last financial year?	722.40

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	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We have regular residents meetings where discussions are held in the meetings regarding relevant topics. Residents are asked for their thoughts and ideas on a variety of subjects.</p> <p>The Manager is also a qualified nurse so works closely with residents and their families as a Manager but also as a nurse as she undertakes clinical shifts at times.</p> <p>We also have questionnaire that we use annually to see how the service is performing. Any weak areas can be identified and changed as a result of this.</p>

Service Environment

How many bedrooms at the service are single rooms?	34
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>We have a number of large areas throughout the grounds where residents and their families/friends can go. Within these areas are gazebos with seating and tables where groups or individuals may attend. These areas have been used in good weather for families to have personal occasions outside. One of the areas has a specific theme which is visually stimulating, especially for people with dementia. We encourage residents to plant flowers and care for the grounds to ensure they have access to nature. We are surrounded by many mature trees which provide a variety of wildlife such as woodpeckers and squirrels.</p>
Provide details of any other facilities to which the residents have access	<p>Residents have access to an area that has been developed for residents to continue a work ethic routine with the help of the local community.</p>

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	Yes
List 'Other' forms of non-verbal communication used	Chabble

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 feel that listening and accomodating people as much as possible is one of our strongest points at Ty Pentwyn. Residents wishes are acted upon as much as possible. Sometimes this has a difficult effect for staff in their working routines but they adapt to accommodate people as much as possible to ensure residents feel cared for and supported how they would like. We have regular residents meetings so that residents can voice their thoughts and concerns. It is also a time to include residents in how to ensure the home is being run to suit their needs. It is a sociable event where we encourage people to get together and interact and make friends. We have annual questionnaires that residents and their families complete so we can identify if there are any problems or weaker areas so we can work towards rectifying them.</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 2 excellent activity coordinators who work in different ways to ensure a variety of activities is in place for residents. They each are capable of identifying residents life stories and their abilities and incorporating an activity around that. We believe that residents still have a purpose in life and aim for them to feel valued. We do this by adopting a work based approach to their activities that supports their mental well being as well as being inclusive of social and community based activities. We have workstations that are adaptable for their specific needs that residents are able to use to adopt this approach.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We are proud that we do not get any pressure related incidents regularly, they are extremely rare and seem to be identified early so changes can be made to prevent damage occurring. We have a very low level of complaints. Manager has an open door policy. Any verbal concerns are acted upon immediately to ensure our residents feel listened to and supported. All staff have received safeguarding training and pressure area care training. Nurses are constantly on duty and the Manager is also a nurse for extra support to the staff if required.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We encourage residents and families to personalise their rooms with items of importance to them to make it feel homely. Some have fridges and Sky Tv in their rooms. We give all residents and family access to our WIFI. Many have alexa in their rooms. The CWTCH is an important part in improving residents social and motor skills by interacting with each other and outside agencies who assist in making things together. We feel we continue to work closely with residents and their families, we do not collect data on compliments but it is noted in meetings, inspections and on our Facebook page. Our low level of complaints would back this up.</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) 10

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	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	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 5 in Health and Social Care leadership and management. Attends the Socail Care Wales Manager support group since 2020 which was set up in the pandemic. Social Care Wales Innate resilience 6 weeks course. Social Care Wales employer workshops. Numerous covid workshops. Attends the Local Authority and Health Boards Managers forums. Cyber security with CIW. Numerous media training such as Hepatitis, stress awareness, alcohol misuse, medication, Urinary, depression to name a few to keep up to date for Nursing and Midwifery Council as she is a qualified nurse.	
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	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	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
<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 social care worker	1
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</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	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
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
<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)	4
No. of part-time staff (17-34 hours per week)	2
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.	There is one qualified nurse per shift. During the day the manager is the second backup nurse if required (Monday to Friday, 8.30am to 4.30pm) as she works closely with nursing staff and managers office is in very close proximity to residents rooms. The shifts are usually 12 hours but day shifts are sometimes split into shifts 7am to 1pm and 1pm to 7pm. The night staff do a 12 hour shift starting at 7pm and finishing at 7am.
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	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	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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
<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)	0
No. of part-time staff (17-34 hours per week)	2
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.	We have 2 Senior care workers. One is contracted for 30 hours and the other is 24. They work as part of the team numbers each shift but once a month they are given 12 hours supernumerary to complete any surplus work needed.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<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>	
<p>Filled and vacant posts</p>	
No. of staff in post	21
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	20
Equality, Diversity & Human Rights	0
Infection, prevention & control	20
Manual Handling	21
Safeguarding	20
Medicine management	0
Dementia	20
Positive Behaviour Management	0
Food Hygiene	0
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	

No. of permanent staff	21
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)	5
No. of part-time staff (17-34 hours per week)	16
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.	Our working hours consist usually of 12 hour shifts from 7am to 7pm. A night shift would be 7pm to 7a m. During a day shift the 12 hours can be flexible if requested and work 6 hour shifts instead of 12 hours. We have 34 residents and have 6 care assistants working throughout the day (as well as a qualified nurse). During the night there is 3 care staff on duty (As well as a qualified nurse).
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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)	0
No. of part-time staff (17-34 hours per week)	4
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	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	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All catering staff are up to date with food Hygiene training. One holds a level 3 food hygiene supervisor s certificate.
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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
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.	Administrator who deals with the accounts and telephone enquiries. Handyman who attends to all the environmental and repair issues in the home and gardens. 2 activities coordinators who ensure that residents mental well being is supported and stimulated in a range of activities that suit their needs. One is a dementia champion with alzheimers society.
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	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Handyman has performed a hot works permit.
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	1
<div style="border: 1px solid green; padding: 5px;">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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0