

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:	Rusev Care Ltd	
The provider was registered on:	08/11/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lynnefield care home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	08/11/2019
	Responsible Individual(s)	Tsenka Ruseva
	Manager(s)	Tsenka Ruseva
	Maximum number of places	15
	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	An annual training plan is devised following regular staff appraisals and supervision, to ensure that training is appropriate to meet the individual needs of staff and specific needs of individuals using the service. At Lynnefield we are committed to staff learning and development. After becoming employed at Lynnefield all team members undertake a general induction and completion of the mandatory training such as All Wales Manual Handling Passport, Health and Safety, Infection Control, etc.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The staff recruitment and selection process are crucially important to any equality, inclusion and diversity policy. We endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions. Staff promotion and advancement are made on merit and all decisions relating to this are made within the overall framework and principles of Social Care Wales.

Service Profile

Service Details

Name of Service	Lynnefield care home
Telephone Number	01437766594
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	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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Fees Charged

The minimum weekly fee payable during the last financial year?	722.44
The maximum weekly fee payable during the last financial year?	786.21

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	1
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?	Consultation with Residents is carried out by means of periodic questionnaires/surveys. Samples of such questionnaires are available upon request. We will endeavour to meet with Residents and relatives on a regular basis and feedback is looked at and actions completed if required.

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents can enjoy the tranquil garden and patio areas at their leisure. Quite simply, every effort is made to support a full, happy life within a homely environment.
Provide details of any other facilities to which the residents have access	none

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)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Written communication by using a pen and paper, using closed questions to enable the individual to answer with 'Yes/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>Lynnefield care home focuses on the value of every person/resident as an individual. It means respecting others' views, choices, and decisions, not making assumptions about how people want to be treated, and working with care and compassion. We support this in the following ways:</p> <ul style="list-style-type: none">• Treating each resident as a special and valued individual.• Helping residents to present themselves to others as they would wish through their own clothing, their personal appearance, and their behaviour in public.• Supporting residents who may experience difficulties with their communication, physical functioning, mobility, or appearance.• Encourage a culture in the care home that promotes voice, choice, and control for all residents within which staff understand their role and the role of other advocacy services.• Embed awareness of this and training for staff.• Keep a written record of residents' needs and any action that has been taken to meet those needs.• Review the level of everyday voice, choice, and control experienced by the residents, using the views of residents as a foundation for evaluation, and make public the results.
<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>Lynnefield supports full and equal access to the National Health Service Wales, hospital appointments, A&E, GP appointments, enough medications for one monthly cycle per each resident, trained staff in 1st aid, and administering of medications. Referrals are made to the community physio department, occupational therapy, dietician, SALT, etc. if significant changes are observed by staff regarding residents' health and well-being. Evidence is gathered through daily notes, professionals' logs, weight charts, vital signs charts, food and fluids chart, behavioural charts, MAR sheets, and people's feedback.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals can ask for the support and help they need and this will prevent the situation from getting worse. Staff can access support to assist them in their caring roles and maintain their wellbeing. All staff has training in Adult Safeguarding and can recognise and report any signs of abuse. The aims of adult safeguarding at Lynnefield are to:</p> <ul style="list-style-type: none">- stop abuse and neglect where possible- prevent harm and reduce the risk of abuse and neglect- safeguard residents in a way that supports them in making choices and having control over how they want to live- concentrate on improving life for the person concerned- provide accessible information, advice, and support about how to stay safe and how to raise a concern- address the cause of the abuse and neglect.

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

Lynnefield is registered with Care Inspectorate Wales to provide care and accommodation for up to fifteen male or female adults aged 50 years and over.

The home is conveniently situated in Merlin's Bridge, a mile from Haverfordwest town centre in Pembrokeshire, it stands on its level grounds with ample parking and lovely surrounding gardens. There is easy access to local amenities and community services with bus and train links within walking distance. There are links to the A40 leading to the M4.

There is a very close Welsh community where traditional family values remain strong. These values and links between families and friends are encouraged and valued in the home. The home has access to local GP surgeries, hospitals and all of the community health care specialists needed to support the needs of the individuals who live at Lynnefield.

Lynnefield care home provides a single bedroom for each resident, there are two rooms with en-suite. The residents have opportunities to bring their furniture, to have their favourite pictures on the walls, and to arrange their rooms as per their style and preferences. The residents have a voice to say where they prefer to stay during the day: in their bedroom or joining the rest of the residents in the communal areas.

There are two lounges in the home: the main lounge where residents can spend time and interact with each other, and the small lounge is quieter and provides access through the patio to the beautiful spacious garden.

Lynnefield care home focuses on the value of every person as an individual. It means respecting others' views, choices and decisions, not making assumptions about how people want to be treated and working with care and compassion.

The residents at Lynnefield may have given up a good deal of their independence upon entering the home and coming into a group living situation. We think it is important to encourage the development of remaining opportunities and to support the individual in the following ways.

- Provide as tactfully as possible human or technical assistance when it is needed.
- Promote independence in self-care, independent communication with others, and for carrying out the tasks of daily living unaided.
- Supporting service users to make informed choices and enabling positive risk-taking
- Providing possibilities for residents to establish and maintain contacts outside of the home.

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
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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
<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	0
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.	' Legislation, theories and models of person-centered practice'; 'Leadership and Management of effective team performance in HSC services'; 'Theoretical framework for leadership and management in HSC'; 'Health protection'; 'New rules for suspending an employee'; 'Respiratory training'; 'Sickness absence'; 'Developing effective supervision'; 'Investigation and disciplinaries'; 'Managing a fair disciplinary process'; 'Recruitment and retention'; 'Leadership and facilitating healthful culture'; 'Managing staff with medical conditions'; 'Social care Wales registration webinars'; 'Dementia environmental education'; 'Welsh language'; 'Mouthcare Induction'; 'Business continuity winter pressures'; 'Disciplinary procedures'; 'Chronic conditions'; 'Mental health- promoting positive mental health, managing at workplace'; 'Health and Safety- Legionella Awareness'; 'Dementia dictionary'; 'Care roadshow attendance; CIW webinars.
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	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
<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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	Person- centred care, Records keeping, Oral care champion, Food allergy and intolerance, Stress management, Dementia care champion, Emergency 1st aid at work level 3, Contenance management, Doffing and doffing and handwashing
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)	2
No. of part-time staff (17-34 hours per week)	1
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.	12 hours- day or night, 7 hours day, 10 hours night
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
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	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	6
Health & Safety	5
Equality, Diversity & Human Rights	6
Infection, prevention & control	4
Manual Handling	7
Safeguarding	2
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	CONFIDENTIALITY INFECTION CONTROL FIRE SAFETY DEMENTIA CARE PERSON CENTRED PRACTICE RECORD KEEPING PRINCIPLES OF CARE & CONFIDENTIALITY COSHH EMERGENCY FIRST AID AT WORK level 3 COVID-19 NUTRITION & DIET CONTINENCE MANAGEMENT ORAL Care
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<div style="border: 1px solid green; 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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-2pm; 2pm-9pm; 7am-7pm; 7pm-7am; 9pm-7am
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	6
<div style="background-color: #e0e0e0; padding: 2px;">Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 2px;"> <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> </div>	
Induction	2
Health & Safety	2

Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, COSHH, COVID-19, DOLs, Challenging behaviour
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1

Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Safety level2, Fire Safety, COSHH
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Staff Qualifications	
No. of staff who have the required qualification	0
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 support
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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, Confidentiality,
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 green; 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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0