

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:	Ruth Parker	
The provider was registered on:	14/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Teulu Bach	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/09/2018
	Responsible Individual(s)	Ruth Parker
	Manager(s)	Richard Parker
	Maximum number of places	4
	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	Training needs are established primarily in staff reviews, we ask all staff to complete a self reflection exercise then in the review we include our observations and give feedback to staff of these again looking at ways we can provide support through training. The reviews and observations alongside residents changing needs allow us to identify our priorities we then use an online learning company to enable our training needs to be met at a time and pace appropriate to the staff member.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There has been no staff turnover in the last year, however should we recruit our starting point is usually Indeed Recruitment Services. By ensuring staff are well supported in their roles and are treated respectfully we continue to have no turnover and a stable staff team.

Service Profile

Service Details

Name of Service	Teulu Bach
Telephone Number	07734105237
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	1125
The maximum weekly fee payable during the last financial year?	1750

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?	Residents Team Meetings - this is where we ask the group what they think of different aspects of the service Residents reviews, the question is then followed up on a 1-1 basis in individual reviews

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small front garden , which is planted. The back courtyard is where the residents relax in the sun, there is an out door suite for this purpose
Provide details of any other facilities to which the residents have access	The residents also have access to the kitchen where by the assist in the provision of meals and are able to help themselves to snacks

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>Teulu Bach is very much the residents home and each resident is actively encouraged to voice their opinions, from choosing meals, redecorating, every decision large or small residents opinions are sought. To formalise this further we ask residents what they would like to do/ take part in over the coming months, this is recorded in their reviews and we provide updates on how we have met the residents wishes</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 residents are supported to attend medical appointments we keep an appointment diary where recordings and the outcomes are made. These are reviewed on a regular basis We continue to have positive feedback from family</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>6 monthly care plans are in place as per CIW template, areas identified for development area addressed and plans in place to meet these. There have been no safeguarding, complaints or whistleblowing concerns raised. There is a safeguarding and whistleblowing policy in place and it is regularly reviewed. We actively encourage open communication between all invested parties, staff are formally asked is there anything we could do or better is there anything we could put in place which would make life better for the residents. Residents are actively involved in reviewing their own care, photographs are included as evidence of targets being worked towards. Residents choose which photographs they'd like to include. Staff training - all staff complete appropriate training, staff have regular in depth reviews which includes a self reflection. Recruitment - there has been no recruitment in the current period - but all appropriate checks and paperwork are in place. DBS checks are up to date. All staff have applied for Registration with Social Care Wales by appropriate time scales.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All fire safety checks have been complete in a timely manner, with external contractors completing their checks as appropriate. Food Hygiene score is a 5 During this period we have developed our day service program, this is individual to each resident with activities appropriate to their needs and wishes. One residents attends a work placement on a weekly basis, other activities include weekly meals out, cinema, PHAB club but also the development of skills necessary for independent living. Interests of each resident are encouraged, one regularly attends football matches at Merthyr FC. Activities suggested by the residents recently include, live music events. So we have booked tickets to a Nashville concert taking place in May was chosen by them. We keep a home maintenance book to keep track of work both regular ongoing maintenance and larger jobs. Recently we had all new fire doors fitted throughout, there are plans for the redecoration of the hall way and one residents bedroom over the next six months. The redecoration of both communal areas and residents own space is chosen by them - even down to choosing the style of fire doors. The three residents are supported by a team of 7 staff, all of whom have regular training, reviews and an annual appraisal. We have had no staff turnover for a period of over 5 years, providing a stable support system and continuation of care to our residents. No agency staff are employed.</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) 6

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	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.	Epilepsy Awareness First Aid The Menopause and Mental Health Legionella Awareness GDPR Nutrition Diet and Health	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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	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	5

Equality, Diversity & Human Rights	3
Infection, prevention & control	5
Manual Handling	6
Safeguarding	6
Medicine management	5
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Awareness GDPR DOLS Supporting people with down syndrome Work Life Balance Epilepsy Awareness Obesity and Nutrition
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)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
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.	Day Shift 9am - 3.15pm Night 3.15 - 9.15am Staff then to accompany on activities during day - so day care is individualised.
Staff Qualifications	
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	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

