

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:	Sentimental Care Limited	
The provider was registered on:	18/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Morgannwg House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	18/01/2019
	Responsible Individual(s)	Tazmina Ellis
	Manager(s)	Bryony Cox
	Maximum number of places	20
	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	The manager holds regular heads of department meetings which highlight areas staff may need support in. Regular supervisions take place 3 monthly which give staff opportunity to ask for additional support if they feel something will benefit them and residents. The manager and clinical lead carry out in depth assessments of new residents and any additional training required is identified to meet needs of the individual is sourced. All staff have access to Car eskills online portal and F2F training
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, Facebook job pages and Morgannwg's Website to advertise any upcoming positions, this is working very well so far. Staff retention is very good, the manager and the clinical lead work closely to ensure their staff are supported within their job roles, they both have an open door policy and are happy to offer advice and assistance as needed. Morgannwg has a lovely atmosphere and fantastic team spirit. We organise nights out with our staff which builds team moral.

Service Profile

Service Details

Name of Service	Morgannwg House Care Home
Telephone Number	01874610018
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?	29
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Fees Charged

The minimum weekly fee payable during the last financial year?	922.25
The maximum weekly fee payable during the last financial year?	1137.40

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	6
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Questionnaires were sent out to relatives, residents enquiring on how they find the service. Regular meetings were held for family members.

Service Environment

How many bedrooms at the service are single rooms?	20
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	20
How many bathrooms have assisted bathing facilities?	20
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	Front and Rear Gardens
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	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>Staff support all individuals to reach their goals and to ensure they feel that their voices are heard, they have choice about their care and support and that a range of opportunities are developed and provided individually for them</p> <p>The areas we are focusing on for improvement identified through analysis of engagement/feedback is to promote increased staff and family interaction with residents via further increased social opportunities and activities.</p> <p>To help identify these shared ideas regular resident and family meetings are now organised and will be used to stimulate activities on group and individual levels to support increased interaction on a social level between all residents, staff & families at Morgannwg House and the local community</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>Staff support all individuals to reach their goals and to ensure they feel happy and supported to maintain their health, development and well being and that a range of opportunities are developed and provided individually for them to meet these objectives</p> <p>Below is a brief summary of how people access health professionals and how the service supports people's independence and well-being.</p> <ul style="list-style-type: none">• Person Centered Care for residents is always promoted• Referrals are made very quickly to other HCP's• Fundraising for the sensory garden• Good staff Leadership and support• Staff retention• Family Friendly and open visiting times• Complaints are dealt with quickly and efficiently• Open door policy for staff residents and visitors• Internal and External activities including community engagement to support wider well-being opportunities for residents <p>Below is a brief summary of where we want to improve and develop</p> <ul style="list-style-type: none">*Embed Quality Professional Development & training*Falls, accidents, incidents, and safeguarding are audited weekly/Monthly to ensure all residents are kept as safe as possible.*Communication within the home continues to improve daily by ensuring all staff employed all have a good understanding of oral and written English*The staff supervision plan now in place is embedded and feedback is used to support residents health and well being

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Below is a summary of arrangements in place to ensure that people feel safe and protected from abuse and neglect</p> <ul style="list-style-type: none"> • Specialist Staff Training in place • Ensuring all residents have a 'Voice and Choice' • Families are included in care and support of their loved ones • Duty of Candour is adhered to at all times with a fully open and transparent service and positive communications with regulators and commissioners as well as families and residents. • Positive communications with external allied HCP's and the local community is always encouraged and welcomed • Ensuring all our the equipment is in a good state of repair and well maintained and/or replaced as required • Good care planning and review is fundamental and ongoing • Good risk assessments are carried out and reviewed regularly • Manager keeps up to date with good practice and policy which is then disseminated to all staff via good communications and training <p>Other safeguarding issues: - We have no current safeguarding concerns and no active referrals.</p> <p>Now that we have full heads of departments (HOD) in place and regular HOD, resident and family meetings good communication is the key to ensuring people feel safe and protected</p> <p>We have recently been inspected by both CIW and Powys with positive reports received. These outcomes have been shared with the residents, families and staff to offer them further external validation and reassurance of their protection from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Below is a summary of arrangements in place including access and changes to the environment to support residents wellbeing and personal outcomes</p> <ul style="list-style-type: none"> • Referrals for repairs are made very quickly to contractors and relevant assessments are carried out to ensure that we can meet peoples needs both in terms of accommodation and personal goals. All 20 bedrooms at the home have en-suite toilets and wet rooms to enable and promote as much independence as possible for our residents • Fundraising for the sensory garden is in progress and plans to develop along side the major refurbishment works that are already under way. Most of the residents rooms have now been fully redecorated and we are about to move onto the communal areas of the home and then the external building and gardens • We have 'Family Friendly' and open visiting times to enable access at all times subject to individual risk assessments • Complaints are dealt with quickly and efficiently and we have only had 6 all year all of which have had successful conclusions • An 'Open door' policy is in place for staff residents and visitors to come and see the Manager whenever they want to have a chat and the Manager is very visible around the home. • A refurbishment plan and rolling plan of redecoration is well under way with a potential new extension planned for the future development of faculties and accommodation at the home • Staff Training is focused on being person centred to meet residents needs and this ensures that staff are aware of accommodation and environment needs and safety too • Activities and resources for the residents are very full and varied and can respond to both group and individual needs and wishes • We ensure that all equipment and accommodation is in a good state of repair and well maintained • A positive and proactive care planning and review process is in place to ensure ongoing quality of outcomes for all residents • Good risk assessments are carried out and reviewed regularly to ensure well-being and safety is maintained at all times wherever possible and that calculated risks can be made to promote independence

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) 25

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Management Safeguarding, Palliative care, Fire Sa fety, Infection Control, Oral Care, Pressure area ca re,Stroke awareness, Diabetes, Dysphagia, Sepsis.	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	First Aid, Care planning, Buccal Madzolam, Palliative and syringe driver, Falls management, Fire Safety, Professional boundaries, recording information.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	2
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Regular heads of department meetings with management and support with managing their teams. These are Kitchen, Maintenance and Domestic department heads.
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
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care 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	14
No. of posts vacant	2
<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	4
Health & Safety	9
Equality, Diversity & Human Rights	8
Infection, prevention & control	6
Manual Handling	4
Safeguarding	8
Medicine management	14
Dementia	6
Positive Behaviour Management	7
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Palliative care, Dignity in Care, MCA & Dols, Pressure area care, Falls management, Catheter care, Stroke awareness.
Contractual Arrangements	
No. of permanent staff	14
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)	12
No. of part-time staff (17-34 hours per week)	2
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.	We have 5 care staff on each day shift, one resident needs 1-2-1 support and 2 care staff on a night shift. The shifts are 7am till 7.30pm and 7pm till 7.30am.

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	4
Registered nurses	
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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Syringe driver and palliative training Venipuncture and catheterisation.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	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.	Nurses work 12.5 hour shifts starting at 7.00am and finishing at 7.30pm. we employ 1 nurse per shift covering 24hrs a day.
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?	No
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	3
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Fire Safety
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)	1
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	3
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
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.	Fire Safety, Food Safety.
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)	2
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	2

No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator oversees the running of Morgannwg House, answers the phones, attends to billing and finance, rotas, taking minutes of meetings, Advertises job vacancies, arranges interviews, ensures new starters paperwork is correctly collated.
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	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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Information Governance, GDPR 1&2, Complaints handling.
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