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:	Shaivaa Care Limited
The provider was registered on:	11/07/2022
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**Brigadoon Care Home**	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2022
	Responsible Individual(s)	Ranjeeta Dussoye-Sookha
	Manager(s)	HILDA LLOYD - DAVISON
	Maximum number of places	11
	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	Review the needs of Individuals, at least every three months, to ensure that all needs are supported by appropriate training and development. Focused personal development, such as recorded and focused supervisions and individual coaching; Core training, e.g. manual handling training Necessary qualifications that would enable them to continue to perform their role Training for continuing professional development and to meet the requirements for registration with SCW + other regulatory bodies.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment -Individuals are involved in the development of the service and the recruitment process. Clear strategies and effective recruitment practices .Robust approach to reduce the risk of unsuitable persons. Retention-Staff are clear of their roles, responsibilities and objectives. Staff have time to deliver and do their job well. Rotas and annual leave are well-managed. Learning and development is in place, to meet staff need and functions well. Sickness is managed. No Agency staff used.

Service Profile

Service Details

Name of Service	Brigadoon Care Home

Telephone Number	01492877310
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some conversational welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11

Fees Charged

The minimum weekly fee payable during the last financial year?	714
The maximum weekly fee payable during the last financial year?	770

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?	Communication methods are dynamic and responsive and address the need to be sharing guidance, government updates and best practice quickly and with the right people. Individuals, visitors, visiting professionals and staff are all encouraged to provide feedback on the communication systems in the service to ensure that they are fit for purpose and meet a need. Evidence files are available, upon request of evidence, in relation to communications across the service. Minutes of meetings are documented, any actions identified during a meeting have been reviewed and acted upon. Individuals are encouraged to be involved in the design of communication systems. Brigadoon Care Home is a small care home and our ethos is to provide a home away from home. We make it a must to speak to all the residents several times during the day and there is therefore lots of face to face interactions. Notice boards are placed in strategic positions in all working and recreation areas.

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	11
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	We have a south facing patio area at the back of the property where residents are encouraged to use. There are chairs and tables and if they wish to, they can enjoy the facilities with some refreshments. At the front of the property, we have a small lawn area with fantastic views of the Great Ormes. Residents enjoy pottering about with the gardener and discussing about which flowers and plants they like and prefer.

| Provide details of any other facilities to which the residents have access | Brigadoon Care Home is located five minutes from West Shore, with its wonderful views and lovely walks. There is easy access for wheelchairs and mobility scooters and also a small café for refreshments. A local newsagents and post office are situated within walking distance. There are regular bus services into Llandudno, with a bus stop two minutes walk away from the care home. The Trinity Centre , a community centre offering meetings and activities on a weekly basis, is located within walking distance too. Clients who are able to, are encouraged to continue with their hobbies and interests, visiting social clubs and taking part in outings and coffee mornings, visiting hairdressers or going on holidays with families and friends. Transport can be provided should any of our clients wish to continue with their previous social life, or to attend a local church or chapel. Families/friends or representatives are encouraged to accompany them when 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)	Yes
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.

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.	We involve the residents in all decisions about them. Care and support plans are developed with the person. The conversation is led by the person who knows best about their needs and preferences. There is a focus on goals and aspirations, what the person would like to achieve with their care and support. ☐ All members of staff at Shaivaa Care are trained to treat people as individuals, ensuring that they remain in control of what happens to them. For those Individuals who are unable to be in control, staff act in their best interests in accordance with the Mental Capacity Act 2005. Individuals are empowered by ensuring that they have access to jargon-free information about services when they want or need it, and staff support the Individuals to locate this information. Staff ensure that the Individuals are fully involved in any decision that affects their care, including personal decisions (such as what to eat, what to wear and what time to go to bed), and wider decisions about the service where possible. Staff value the time spent supporting the Individual with decision making as much as the time spent doing other tasks. At every opportunity, people are encouraged to participate as fully as they can at all levels of the service, including the day-to-day running of the service. Where Individuals choose not to partake in staff's suggestions, this is respectfully accepted.Where Individuals have capacity, they have the right to take risks, even if those risks appear to be unwise, Typically we will follow the following steps: 1. Gather information and identify wishes, feelings and goals. 2. Explore the options available 3. Assess the risks and opportunities 4.Agree on the plan : What will be provided and how. 5.Delivering the care and support plan in line with the person's wishes. 6. Monitoring and reviewing. 7. Seeking and listening to feedback. We ensure that decisions can be altered over time to reflect people's changing needs. We regularly ask the views of people using the service and/or their families about the care and support they receive and listen to what they say. We have systems in place for reviewing care and support plans and obtaining feedback. There are suggestion boxes on display.
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.	Brigadoon Care Home can provide care for adult individuals who need support with daily personal care, and who need reassurance and support at night. We can manage most care and mobility needs, including early stages of Dementia, as long as the individual is able to mobilize independently with their aids. Any nursing needs are met by the District Nurses who visit the individual until that nursing need is no longer required. We promote independence at Brigadoon, and our ethos is to give a home from home environment, where our clients are happy and relaxed. We also feel that prevention is the best policy, and work hard to ensure good preventative care with the support of the G.P and outside agencies. All our clients are assisted and supported to access appointments with health and allied professionals, by providing transport and a member of staff to accompany the client. Families or representatives are offered the opportunity to attend these appointments, should they wish to do so. Records for any professional consultations are recorded in the clients Care Plan. As our clients' needs change, we can re-assess their needs, and if those needs can be met, we can offer a lifetime of care at Brigadoon.
The extent to which people feel safe and protected from abuse and neglect.	We aim to support and empower each adult to make choices, to have control over how they want to live their own lives, and to prevent abuse and neglect occurring in the future. We equip staff in understanding their role and responsibilities relating to safeguarding, such as: ☐ To contribute to preventing abuse and neglect by reporting potential risk ☐ To be vigilant to the signs of abuse and the procedure on how to act on them ☐ To keep current with any information or training required to be undertaken ☐ Understand the principles of confidentiality and information sharing We aim to manage the safety and well-being of adults in line with the principles of safeguarding and to identify lessons to be learned from cases where adults have experienced abuse or neglect. We give clear expectations of the responsibilities of Brigadoon care Home to other stakeholders and Individuals. Safeguarding is everyone's business.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We make all visitors feel welcome, with an open door policy (subject to Covid19 restrictions) as we believe that having visitors regularly enhances the well-being of our clients. After 6.00pm, we do encourage visitors to phone in prior to coming in so that staff members are aware of who is visiting. We always offer refreshments, as we know this would be the way our client would have welcomed them in their own home. We have WI FI in the home should a client want to use social media to keep in contact with friends and family, or to use a computer. As we have regular client meetings, this allows them to participate in deciding which activities they would like, whether they would like an outing, and what they would like on the menu. This allows them control over their own lives by making choices. If they wish, we can offer a religious representative to visit, or they can visit a local church or chapel. In house activities include, Bingo, Quizzes, Gardening, baking days, painting and other games. We are able to contact the local library for books, DVD's etc. When the weather is suitable, we offer to take the clients out in a wheelchair or for a walk, to West Shore or to the local shops. We also book a minibus to take them out for an afternoon, sometimes just for a scenic route or shopping. There is a community centre locally which has regular meetings and activities.

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	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10

Infection, prevention & control	10
Manual Handling	9
Safeguarding	10
Medicine management	9
Dementia	9
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	9
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 to be registered with Social Care Wales as a Service Manager	2
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	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	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

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.	A long day shift will be from 8am to 8pm or 6pm A morning shift from 8am to 2pm An afternoon shift from 2pm to 8pm Night shift will be from 8pm to 8am We have a minimum of two care staff on all day shifts and one staff on night shifts. There is a staff on call for every night shift.

Staff Qualifications

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

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?	No

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	1
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	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	1
Food Hygiene	1
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

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)	1
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
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No