

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:	SI Medicare LTD	
The provider was registered on:	10/11/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Coed Mor Residential Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/11/2020
	Responsible Individual(s)	Shams-Ulislam Ilyas
	Manager(s)	Samantha Baker
	Maximum number of places	19
	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	We have a training matrix in place to identify when staff training is due. We also review this regularly in our provider reports. During our induction process for new staff we put them on mandatory training and book them on the relevant face to face courses e.g. BLS and manual handling.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have regularly put job adverts out locally and through national sites such as indeed in order to try and recruit staff. We offer staff flexible hours and shifts in order to best match their life and personal circumstances. We have also recently become a Tier 2 spons or in order to recruit staff from abroad to help with staffing levels.

Service Profile

Service Details

Name of Service	Coed Mor Residential Care Home
Telephone Number	01745832261
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33
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Fees Charged

The minimum weekly fee payable during the last financial year?	654
The maximum weekly fee payable during the last financial year?	765

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?	We hold regular resident meetings and actively involve residents on their views and changes within the home. We also send out newsletters to families informing them of things going on inside the home. Residents also have a key worker who is assigned to each resident to whom they can approach for any queries or concerns they may have. Regular updates and review are also provided on our social media pages.

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	2
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	Residents have access to a large patio area, which can be accessed from the lounge and has benches, patio furniture and flower beds for residents to enjoy.
Provide details of any other facilities to which the residents have access	N/A

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.

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 carry out monthly resident meetings in order to ascertain the views of our residents and how we can improve the service and their general health and wellbeing. During our resident meeting on 24/10/22 we discussed a number of things going on in the home. We discussed our activities calendar and the planned activities due for Halloween including pumpkin carving, arts and crafts etc and new external singers coming in to the home to provide entertainment for the residents. The residents were very positive of the varied activities that were on offer. We discussed our annual fireworks display and invited families of relatives into the home to watch so that they could enjoy it with staff and loved ones. We also discussed our plans for Christmas and started discussions with residents regarding Christmas menu options and activities that they would like during the festive period.

We also carry out regular staff meetings in order to engage with the staff and inform them of any changes to the home and any concerns that they may have. We discussed the new CCTV that was installed on the exterior of the property and its use only to safeguard staff and residents if required.

We carry out regular audits in order to ensure the safety of the home and the service we provide. We have carried out medication audits in order to monitor the safety of medication control and administration and have shown to improve over time.

Staff spend time with the residents during the day in the lounge or their bedrooms and during specific activities times. This allows residents the voice and option to speak to staff or management on a one to one basis if they feel they cannot speak during specific resident meetings.

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.

The overall health and well being of our residents is important to us and we try to support residents as much as possible not only through health and personal care, but providing emotional support to them when needed. Activities are at the heart of what we do here and we try to keep residents stimulated and occupied through a varied activities calendar. Residents are encouraged to maintain their own personal care where needed and they have control over their own room design and layout to how they like. This offers people the independence and dignity when providing personal care and ensures they are in control of their own health and care. Service users are consulted on all aspects of the home and any planned changes and their views and input are taken into account when changes are implemented.

Staff are encouraged to contact healthcare professionals if they require additional support or assistance with care of residents. Staff are documenting encounters with healthcare professionals on proforma sheets and these are filed in the care plan of the residents. I have witnessed a close working relationship between staff and management and DN teams that come in and this has helped benefit residents. Staff are actively seen asking for advice on dressings and management of wounds with DN teams and has resulted in positive outcomes for residents.

Staff are all enrolled onto mandatory training and are actively encouraged to enrol on NVQ level courses in order to progress their learning and career roles in order to provide a better level of care to residents. We have a strong ethos of supporting our staff to develop and progress through their career in care and we try and actively do this by enrolling staff on courses that can aid their learning and progression. Staff are supported through regular supervisions and one to one discussions with myself when I am in the service.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a safeguarding policy in place so all staff are aware of what they need to do if they have any concerns about the care of service users. From our resident meeting in October all service users felt safe in the environment and did not raise any concerns. We discussed changes that will be made to the home and discussed topics like activities and food menu with residents. Through speaking to DNs coming into the home and relatives there were no issues raised and they felt their family members were safe and well cared for in the home. This was supported and evidence by positive feedback questionnaires completed for carehome.co.uk. We ensure that any new admission has a full personal history and likes and dislikes taken into account, in order to protect them from discrimination, this information is recorded in their care plans. Any concerns regarding the welfare of service users are discussed with relatives and the relevant social worker. There have not been any safeguarding concerns raised.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We have a home development plan in order to ensure that areas of the home that require maintenance or improvement are carried out in order to provide safe accommodation for service users. We have carried out decoration and maintenance of rooms as they have become available in order to provide a calm and inviting atmosphere for our residents. We have carried out regular fire alarm testing and legionella testing in the home in order to ensure it is safe. We also ensure all equipment is regularly serviced in order to ensure it is working safely and staff are trained how to use the correct equipment. Through our resident meetings we have been able to get the views of our residents with regards updates to the home and through our meeting in April we discussed what activities we can put up around the home to make it more colourful and fun. Residents were very positive of this and said it would be 'fun' and 'delightful' to see this. When we were deciding on how to decorate the dining room this was closely discussed with residents and the common consensus of painting the room grey was achieved as it would be more modern and neutral. Residents are actively encouraged to bring any items into the home, which would make them comfortable and settle in. One example of this was where one of our residents wanted to bring her parrot in with her as she was very close to him and had no one to care for him. Following a risk assessment and discussion with other residents we agreed this could be achieved and he was placed in the lounge and all visitors have been very positive of him.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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	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.	No further training required.
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?	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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n/a
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
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.	7.30-4.30, 5.30-9.30, 1-2 staff on each shift.
Staff Qualifications	
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	3
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	9
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
Contractual Arrangements	
No. of permanent staff	9
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)	7
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>	
<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.</p>	<p>7.30-4.30 x2 7.30 -11.30 x1 12.30-9.30 x1 5.30-9.30 x1 9.30-7.30 x1 Sleep in x1</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>6</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>3</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>2</p>
<p>Health & Safety</p>	<p>2</p>
<p>Equality, Diversity & Human Rights</p>	<p>2</p>
<p>Infection, prevention & control</p>	<p>2</p>
<p>Manual Handling</p>	<p>2</p>
<p>Safeguarding</p>	<p>2</p>
<p>Medicine management</p>	<p>2</p>
<p>Dementia</p>	<p>2</p>
<p>Positive Behaviour Management</p>	<p>2</p>
<p>Food Hygiene</p>	<p>2</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>There was no additional training.</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<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
<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
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	1
<div style="border: 1px solid green; padding: 5px;"> <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	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.	Nil
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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: 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)	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
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.
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	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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nil
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

