

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:	Tirionfa Residential Care Home	
The provider was registered on:	07/06/2019	
The following lists the provider conditions:	Janet Miriam Foulkes is a partner Philip Leslie Foulkes is a partner Susan Elizabeth Barrow is a partner	
The regulated services delivered by this provider were:	Tirionfa Residential Care	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/06/2019
	Responsible Individual(s)	Janet Foulkes
	Manager(s)	Janet Foulkes
	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	This year we have been making sure all staff are up to date with their registration with Social Care Wales Up to date with their online training and encouraging staff to train with the Health Authority regarding Oral hygiene and also doing some training on wellbeing and self care.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have always and still are trying to recruit local staff to the home this has served us well over the years and also helps with the retention of staff. Try to pay well within the guide lines or slightly above, try to be flexible and give a good work life balance. We also continue to do DBS checks on all our staff and on new employees require to be DBS checked and also provide 2 references. And new staff made to feel supported by managers and other staff members

Service Profile

Service Details

Name of Service	Tirionfa Residential Care
Telephone Number	01678530335
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	645.00
The maximum weekly fee payable during the last financial year?	660.00

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?	Social Media, Face to Face meeting, emails, news letters and the telephone.

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
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	We have 2 veranda's we also have 3 patio areas 1 with a gazebo on. all with seating. We have extensive gardens for the residents.
Provide details of any other facilities to which the residents have access	No facilities on site

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>The responsible individual lives on the premises and works with the clients on a daily basis so is always available to ensure choice is available to individuals in our care example wanting to get up later than normal or have a different breakfast choice. They quite regularly ask the staff for more support with activities of daily living. We find this approach creates an open positive, inclusive and enabling atmosphere. All residents have regular care reviews and we can always ask other health care professionals to participate</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>6 monthly reviews with the GP. Hospital visits where appropriate Oral Hygiene assessment ongoing Social activities and family visits. able to maintain their own hobbies and interests, able to maintain visits to chapel or church or for the representative of any domination to visit the home. Arrangements to go shopping with friends or family. One to one with staff so residents who need assistance are able to go outside for walks or just sitting on the patios.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As a care provider for the Elderly we make sure here at Tirionfa that the service users have access to high quality care at all times is key. protecting peoples health wellbeing and human rights. Enabling people who need care and support live free from harm, abuse and neglect is fundamental to high quality health and social care. At Tirionfa we adhere to the ten key points of adult safe guarding as set out in our Statement of Purpose.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The residents have access to the local community being able to go to the local events in the village hall, they also go out to the local area for meals with friends or family. We have enhanced their environment by creating better seating areas outside. Because of being able to retain our staff they get to know the clients and families really well and are able to achieve the personal outcome more readily. All the clients are encouraged to personalise their own room with the aid of family and staff. The staff follow the homes policy on confidentiality. We have had two clients admitted in the last year both clients have made improvements to their well being the GP's District Nurses and family's have commented on the improvements to their general well being.</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)	11
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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

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	0
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

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	0

Deputy service manager

Does your service structure include roles of this type?	No
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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
<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>	
No. of staff in post	11
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	2
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Oral Hygiene 7 Fire Safety Food Hygiene level 1 First Aid at Work Legionella Awareness COSHH Violence & Aggression Stress at Work Training Risk Management Slips Trips & Falls</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	11
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)	4
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.	3 in a morning 2 in a afternoon 2 in the evening 1 at night with 2 on call in building
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
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?	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	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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	0
No. of part-time staff (17-34 hours per week)	3
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

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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