

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:	Ty Llandaff Care Home Ltd	
The provider was registered on:	01/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Llandaff Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/05/2019
	Responsible Individual(s)	Kelly Walker
	Manager(s)	
	Maximum number of places	70
	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	Staff now have personal training plans in place to ensure we capture progressive learning. Each staff member has strategic thinking account, if required, apprentice training with QVS and those wanting to evolve further into levels 3 or 4. We use various feedback, lessons learnt and examples from the home and wider group to discuss gaps in knowledge
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The home now has a contingency plan in place regards overseas sponsorship. We have a healthy team of bank staff to pick up last minute sickness and holiday leave. Ty Llandaff has not used agency since December 2022. Retention is very high and this is through group working and instilling our values amongst the group. Even though we are staffed we ensure due to occupancy growth our hours are 12% over the amount of hours needed. We complete staffing matrix to ensure we are aware of hours required

Service Profile

Service Details

Name of Service	Ty Llandaff Care Home
Telephone Number	02920600100
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?	66
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Fees Charged

The minimum weekly fee payable during the last financial year?	850
The maximum weekly fee payable during the last financial year?	1350

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	3
Number of complaints upheld	5
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The service held relatives and resident meetings, including staff meetings to obtain feedback. We are in the process of a survey. RI conducts monthly visits to obtain views from the people using the service. Manager conducts daily walk arounds to review the service which would include obtaining views of the past 24 hours.

Service Environment

How many bedrooms at the service are single rooms?	69
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	69
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	we have outside space around the front and back of the service with garden furniture available around the building. A park is available at the end of the road for residents to enjoy a long walk in a safe environment.
Provide details of any other facilities to which the residents have access	Residents have access to the following facilities Large Cinema Celebration room for families and residents Library and games room mini bus on site chauffeured driven car

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	Yes
List 'Other' forms of non-verbal communication used	Bilingual signs around the service.

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.

The service provides opportunity to residents and relatives for feedback through using the following ways:

- Relatives meetings
- Resident meetings
- Staff meetings
- Professional meetings with external agencies.
- Staff surveys

Relatives and resident surveys
RD review which captures feedback from the whole service, staff interaction with residents, residents feedback regards care delivery and relatives opinion regards what we do well or not so well.

We use a care plan system called Nourish which is developed around the needs and wishes of people living in the service. The care plans are reviewed in line with needs and involves residents and loved ones regards making choices. We use mental capacity assessments to capture peoples understand of needs and wishes and where appropriate if the person living in the service is unable to discuss we use a IMCA or POA in place to assist.

We involve communities into our service to ensure residents feel involved in a wider circle and not cut off.

We recently received feedback from our staff during a RD monitoring visit that stated they felt rushed and short staffed. We use a clinical document called a dependency assessment which calculates the hours required to provide care to residents living to the service. Once I reviewed the hours required was short of the required amount. As a result of this feedback we lifted the staffing levels by 12 hours per day. Staff felt more settled and we continue to use 0 agency as staff retention is very high.

The service holds 5 principle values which we are very passionate about:

- Kind
- Passionate
- Trusted
- Respectful
- Inclusive.

These are very important to the team so that they can express view, opinions and issues without repercussions. We hold these values from the top of the company and through the operations team.

The Home Manager should develop a Stakeholder Involvement Folder, which is continuously updated, to include evidence of collaboration.

As a minimum the portfolio should include:

1. Minutes of meetings with staff, families, and residents.
2. Stakeholder questionnaire results and analysis.
3. Newsletters
4. Comments, Compliments and Complaints
5. Feedback following 'Moving in', and respite stays.
6. Minutes of company and locality manager meetings.
7. Partner agency collaborations.
8. Care Review Schedule

The results of stakeholder involvement, and how this has informed improvements, this is made publicly available for people who use the service and their families, staff.

<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>The company's quality assurance and improvement framework aim to establish robust governance arrangements to ensure that at the services we deliver are of the highest quality and provide the best possible experience and outcomes for people. This policy has been developed to ensure the company benefits from robust governance systems and processes that focus on the delivery of person-centred human rights-based care and support and which keeps people safe. It sets out a consistent approach to quality assurance which involves systematically assessing, monitoring, reviewing and continuously improving the quality and safety of our services to ensure they comply with care regulations, and meet the needs and expectations of the people who use the service.</p> <p>Our quality systems in place are used to capture KPI's of the service which will include the following:</p> <ul style="list-style-type: none"> • Bi-annual surveys to seek the views of people who use the service, their families, and visitors to the home. • Quarterly, as a minimum, residents'/relatives' meetings. • Minutes from care review meetings and the experience of coming into live in the home. • Suggestion boxes or schemes • Inspection reports and advice from regulators and professional bodies e.g., CQC, CI, CIW, environmental health officers, fire officers, commissioners, health, and social care professionals. • Comments, compliments, and complaints. • Measurable performance and quality monitoring information • Accident, incidents, and other adverse events, including near misses. • Reflective practice discussions. • Observational audits of service and practice. • Internal care home audits e.g., quality audits, management of medication audit, catering reviews and checklists, care plan audits, clinical risk audits, infection prevention and control audits • Care planning documentation, employment records, and records relating to the management of the care home.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>If things go wrong, the provider, RI and home manager consider if there are lessons to be learned to prevent a similar situation arising again. Lessons learned are clearly communicated within the service and with the wider organisation.</p> <p>We use a team approach to capture different ideas and stimulate discussion about root causes using approaches such as 'the five why's technique'. Lessons learned are then entered into the services improvement plan.</p> <p>All staff are training in care and dignity or working towards completion. We hold 4 supervisions per year to ensure staff feel supported.</p> <p>All staff complete safeguarding of adults and children, mental capacity training and DOL's training.</p> <p>Training in the home is currently 95% compliant which is the company policy.</p> <p>We have a whistleblowing procedure in place which has 4 tiers of protection if any complaint is made against a member of the management team.</p> <p>We ensure all concerns are reported to CIW, safeguarding were appropriate.</p> <p>A number of safeguarding's have been reported by the service which is mainly around care and intervention of medical response. We have conducted Root cause analysis to ensure we capture issues with the services or external factors.</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 very robust system in place to monitor all health and safety matters in the home. The maintenance manager conducts various weekly, monthly, bi monthly, 6 monthly and year checks on all equipment in use.</p> <p>The health and safety director conducts 6 monthly HS audits in the workplace to ensure we are fully compliant with all contractors, maintenance certificates and testing of various areas of the service.</p> <p>We are in the process of refurbishment on the top floor on the service due to previous damaged caused by the roof. All of the work has been completed and now in process of redecoration.</p> <p>We have taken on the recommendation from CIW and replaced all wearing carpets and the home appears cleaner, fresher and a more positive environment for people to live in.</p> <p>Residents, during residents meetings, do voice opinions regard activities and themed days and the team ensure we cater to the se wishes where appropriate.</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) 29

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	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.	12 week induction for the service manager completed.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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)	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 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.	induction programme completed. regional support manager supports the deputy manager. We have also held deputy manager support days. Support with service agreements.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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)	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 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
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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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marhsall Child protection Nutritional and hydration.

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	5
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)	5
No. of part-time staff (17-34 hours per week)	5
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	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	Yes
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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	33
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	33
Health & Safety	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	7
Dementia	33
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	E-learning Oxygen Therapy Manual Handling Diet and Nutrition

Contractual Arrangements

No. of permanent staff	47
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	16
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)	30
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</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.	Nurse 7-30 -19-30 Carer 7.30-19.30 17 staff members per day
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	35
No. of staff working towards the required/recommended qualification	10
<p>Registered nurses</p>	
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oxygen therapy First Aid Diet and Nutrition
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	4
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.	Nurse 7.30 -19.30
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	29
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diet and nutrition Manual Handling
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)	6
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.	Care Staff 7.30 - 7.30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	28
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?	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall, First Aid, Manual handling
Contractual Arrangements	
No. of permanent staff	4
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)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4
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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual handling Diet and nutrition
Contractual Arrangements	
No. of permanent staff	4
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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4
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 Officer Office Manager Activities Receptionists
Filled and vacant posts	
No. of staff in post	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual handling Diet 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

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	6