

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:	WAM Care Homes Ltd	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	WAMCare Homes Ltd.	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Charlotte Charles
	Manager(s)	Lorna Williams
	Maximum number of places	74
	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 matrix highlights the needs for training, for which we have an online training provider, Flexabee who are accredited and endorsed for the Health Care Sector. We also have a full time training coordinator based in the home that provides in house training and we also use external training providers for other courses that we aren't able to provide.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise via our social media platforms as well as on Indeed when we have any staff vacancies. Staff are invited to an interview and the successful candidates must have an enhanced DBS and two references prior to commencing their shadowing shifts in the home. Management have an open door policy so that staff can discuss any issues they have outside of their 8 weekly supervisions, plus we had our first staff recognition awards ceremony during the last financial year.

Service Profile

Service Details

Name of Service	WAM Care Homes Ltd.
Telephone Number	01554754711
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	74
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	688.51
The maximum weekly fee payable during the last financial year?	862.50

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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?	Quality Assurance Report involving residents by providing them and their families with questionnaires. Management open door policy Regular visits from the RI to the home

Service Environment

How many bedrooms at the service are single rooms?	74
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	73
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	8
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home has 3 garden areas
Provide details of any other facilities to which the residents have access	The main home has a coffee shop and a music lounge

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.

At Ty Mair Care Home, we feel that our resident's voices are heard as we always aim to involve them in all decision making relating to their care received.

Our residents are given choices everyday regarding the care that they receive and they are consulted in the areas of daily living and the choices they make are acted upon. Where they are unable to communicate their own choices, their families and/or representatives are consulted on their behalf. There is also an Advocacy service available to our residents.

They have the choice of what social activities that they want to participate in, what they want to eat at each meal time, where they would like to go on days out, where they like to spend their time in the building, how they would like their home decorated, etc.

Residents are supported in being able to achieve the hobbies that they are interested in and have access to the local community via our own transport.

During my visits I have observed evidence that our residents are empowered to have a voice and that they feel that their voices are being heard. Feedback from the surveys undertaken suggest that they are given appropriate choices and that communication between our staff, family members and visiting professionals is on the whole positive. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriately competent staff group who is able to meet the needs of the residents living at TyMair. However, it is appreciated that some staff members feel that the home would benefit from additional staff and that the demands placed on them are inappropriate.

The Manager needs to give consideration to the decrease in satisfaction levels of the staff team and to undertake work with the staff team to try to understand why this has happened, consulting with staff to identify what needs to be done to increase the satisfaction levels across the team to ensure that our staff and residents feel supported by the home's management.

The surveys demonstrate that staff, parents, social workers and residents are on the whole satisfied with the service they receive, that they feel listened to and but their feedback isn't always acted upon by the manager.

<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 residents at Ty Mair are supported by our staff to health checks, including access to their GPs, Dentists, Opticians, NHS specialists, etc. They are provided with 24 hour care and our staff are all trained specifically in their needs, so that they can care for the overall wellbeing of all of our residents.</p> <p>Incidents are dealt with appropriately and support / advice is sought from external services as the need arises. Managers at the home are able to escalate concerns appropriately when they determine that the home is no longer able to meet the needs of a resident and there is evidence that appropriate action is taken to support the general well-being of residents.</p> <p>During my visits I have observed positive relationships between staff and residents. Complaints received have been handled appropriately with feedback given, but the most recent Quality of Care Review (Jan 2023) has highlighted that not enough of our residents, staff, families/representatives and visiting professionals are aware of the complaints procedure, which needs to be rectified.</p> <p>There is evidence that our residents are achieving their goals and that their care & support plans and personal plans are regularly reviewed and updated. They focus on their individual health needs and well-being.</p> <p>Staff have highlighted issues with our current system for documentation and the Manager, Responsible Individual and Service Provider have taken this into consideration and are in the process of changing the whole system, that is more specific to the nursing, residential and dementia care home setting.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The majority of our residents have stated in their surveys that they feel safe and are happy in Ty Mair. They are very complimentary of the team who are looking after them day to day and know that they are assisted to achieve their daily needs.</p> <p>There is evidence that staff are alert to safeguarding issues and the training matrix shows that new staff have received safeguarding training as part of their induction, which is then recovered throughout their employment.</p> <p>There are appropriate staffing levels in place to keep our residents safe and managers know when they need to escalate concerns and seek additional support for our residents to safeguard them.</p> <p>Ty Mair has a robust Safeguarding Policy and Procedure which all staff are made aware of and must follow when they have any concerns.</p> <p>Consideration should be given to whether more can be done to raise awareness with residents, families/representatives and visiting professionals of how they make a complaint if they are unhappy with the service. They should be encouraged to use the complaints process to raise concerns if they are dissatisfied with any aspect of the service.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The home provides a good standard of accommodation for our residents. It is well furnished and maintained and our residents have access to a range of activity resources to support their social needs and leisure time. However, the garden would benefit from some attention to get it ready for the summer by ensuring that the areas are well maintained by regularly mowing the lawns and potting more plants/flowers for the residents to enjoy.

The building is always very clean, and the accommodation continues to improve each time I visit. It appears comfortable and homely, with lovely decor and the lounges are bright and cheery.. The manager and residents are currently deciding on a theme to redecorate the corridors of the bedrooms to ensure that they assist our residents to orientate themselves better around the home and I will look forward to seeing these improvements over my upcoming visits to the home.

Residents are invited to bring any personal possessions, furniture, bedding, etc. that they desire to make their bedrooms more personal to them.

During my visits I have observed residents using the coffee shop whilst their families visit and enjoying music in the dedicated lounge. There is evidence around the home of equipment for our residents to use to support their leisure activities, this includes board games, books, magazines, DVD collection, CDs, crafts, etc.

Staff are aware that they must be mindful of dignity and privacy and are not permitted to enter a resident's room without knocking and invited in (when appropriate) by each resident. Staff are also to maintain confidentiality at all times.

Work is on-going, without having an impact on our current residents to extend the home by adapting a neighbouring bungalow to the rear of the property, which will be joined on to the main home and provide a further 6 beds, giving us the opportunity to look after up to 80 residents at any one time. The Old Presbytery has been purchased recently and will be converted to add 6 additional ensuite bedrooms and a new hairdressing salon, freeing up the existing salon for storage of moving and handling equipment.

The residents live in a home that in a safe and supported environment that is suited to their needs as elderly clients.

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) 66

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	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.	Handwashing Caredocs

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
<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	0
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Handwashing Caredocs
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?	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?	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	0
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.	Handwashing Caredocs
<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	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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<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.	Nights 8pm - 8am Days 8am - 8pm / 8am - 2pm / 2pm - 8pm 1 nurse per shift
<p>Senior social care workers providing direct care</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>	

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	1
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.	Handwashing Caredocs
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)	5
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.	Nights 8pm - 8am Days 8am - 8pm / 8am - 2pm / 2pm - 8pm 2 seniors day time 1 senior at night time
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1
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	42
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	14
Health & Safety	42
Equality, Diversity & Human Rights	42
Infection, prevention & control	42
Manual Handling	42
Safeguarding	42
Medicine management	0
Dementia	42
Positive Behaviour Management	42
Food Hygiene	42
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Handwashing Caredocs

Contractual Arrangements

No. of permanent staff	42
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)	21
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	3

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.	Nights 8pm - 8am Days 8am - 8pm / 8am - 2pm / 2pm - 8pm 15 carers in the mornings 11 carers in the afternoons 6 carers at night
---	---

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	34
No. of staff working towards the required/recommended qualification	8

Domestic 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	9
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	3
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
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	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	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	4
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.	Receptionist x 2 Administrator x 2 Maintenance x 3

Filled and vacant posts	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	0
Manual Handling	7
Safeguarding	7
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.	
Contractual Arrangements	
No. of permanent staff	7
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)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0