

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:	Willowtree Healthcare limited	
The provider was registered on:	15/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bryn Yr Haul	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	15/02/2019
	Responsible Individual(s)	Sandeep Gupta
	Manager(s)	Christine Whiteside
	Maximum number of places	36
	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 engaged an external trainer who provides a robust 4-day training course for all new employees and staff who require refreshers. This covers all mandatory training requirements and those specifically related to the service. There are also a number of on-line courses which staff can access and the Home utilises specialist training from outside providers when required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The company operates an Employee of the Month Scheme which warrants a financial bonus. Qualified staff registration with the NMC and Social Care Wales is remunerated by the company. Regular supervision and appraisals take place and staff meetings are held periodically to ensure that staff feel listened to and valued.

Service Profile

Service Details

Name of Service	Bryn Yr Haul
Telephone Number	01352755531
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	Bryn yr Haul employs several Welsh speaking staff and TV and radio programmes are made available in Welsh. Welsh Birthday and Christmas cards are sent if this is the persons preferred language. The Home actively encourages Welsh speaking staff to apply and this is taken into consideration when recruiting new staff.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	63
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	997.53
The maximum weekly fee payable during the last financial year?	1249.26

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	6
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?	Throughout 2022 and up to 2023 March the home mainly relied on emails sent out via Home Manager, newsletters, direct telephone calls from Home Manager, Administrator and Nurses. Quality Assurance questioners Feed back forms Concerns/ compliment slips available in porch entrance to home User Service Guide available during enquiry stage through to admission CIW Inspection reports on display in the porch area of the home

Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	36
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Bryn yr Haul is set in its own grounds and there is access to the enclosed garden via a ramp. The front has a patio area, set back from the car park, residents are supported by staff in this area to maintain safety. The remaining garden and woodland areas have pathways, but assistance of care staff is required to maintain resident's safety. Residents, families and friends can relax and enjoy the surroundings and multiple wildlife.
Provide details of any other facilities to which the residents have access	Bryn yr Haul is a Grade 2 listed building and has been decorated to ensure that the original character is maintained. There are 2 communal lounges, the main lounge is a large sunny room which has been tastefully decorated. It is furnished in a traditional style with comfortable chairs and a large television. It is ideal for large group activities or to accommodate visiting entertainers. The second lounge is a quiet lounge where residents who choose to, can relax reading a book or participate in small group activities. Church services are also held in the quiet lounge for those who wish to attend. Families and Friends are encouraged to take full advantage of this lounge. There are 2 dining rooms which are decorated to an exceptional standard where residents can enjoy a 'restaurant' style experience when eating their meals. Fresh flowers, table cloths, daily menu and napkins are used to dress the tables and all Residents are encouraged to attend, if they are able.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

All residents have a care plan package in place prior to admission, which is then developed with full consultation with the families, representatives, and outside professionals.
 We have both male and female staff working within the home and the Residents individual preferences are documented accordingly.
 We continuously monitor and improve our service via the Home's comprehensive Quality Assurance Programme.

COMMUNITY PRESENCE
 Services are provided as close to the individual's natural community as possible, so that the person is seen as a continued, integral part of that community.

DIGNITY & RESPECT
 Each person is central to their own care planning and delivery process via the Person-Centred Approach to Care. Advocacy will be encouraged.

COMPETENCIES
 In many circumstances some of our Residents will have lost skills due to dementia, trauma, or illness. Services are designed to ensure that further skill loss, because of intervention, is prevented and that retained skills are enhanced.

RELATIONSHIPS/PARTNERSHIPS
 It is important to recognise that a person needs to maintain relationships despite changes to physical or intellectual abilities, emotional responses or because of old age. Services will be sensitive to the person's existing and developing relationships.

CONTINUITY
 Using the Person-Centred Approach, proper cognisance is given to the effect that the person's condition has upon the continuities of their lives in terms of previous activities, relationships, and ordinary rhythms.

CHOICE
 The service seeks to enhance the person's ability to exercise choice throughout the care process. It is recognised that they have the right to make an unwise decision and support will be given to advise of risks, consequences and their care plan updated accordingly.

INDIVIDUALITY
 Each person is unique. It is important that services are tailored to the needs and circumstances of each person who uses the service.

STATEMENT ON DISCRIMINATION
 Our staff adopt a non-judgemental positive regard approach to care and treat all our residents equally.

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.

A care plan package is formulated with full agreement from the resident, relatives, and professionals. Care plans are updated as and when needs change and reviewed once per month. We will continue to monitor and improve our services via staff meetings, auditing and our robust Quality Assurance Programme.

Regular reviews are undertaken with visiting professionals. An activities coordinator oversees events for each resident to include social interests, hobbies, religious and cultural needs. We have access to company vehicles. We also have visits to the home from a chiropodist. Feedback from residents, families and outside authorities is taken into account and necessary changes put into place. We follow the end-of-life care pathway and specialising in End-of-Life Care, with the home being accredited the 'Six Steps' Certificate. We continually develop the service and look at Palliative Care within the Gold Standards Framework. The privacy, dignity and wishes of the resident and families are respected at all times.

All staff within the home follow the Policies and Procedures and a training programme is in place. A smoking area is outside under-cover for the residents who enjoy a cigarette. Individualised activities depending on resident interests and capabilities are on offer each afternoon. Bryn yr Haul has a range of indoor activities, including various board games, craft materials and activities. We often have 'themed' days including film afternoons, music afternoon, and various afternoons are declared 'theme' days and the menu is altered for that day to link in with the theme (i.e., Chinese, Indian and Polish) which complements specific celebrations such as Christmas, Halloween, etc. We celebrate current events as well as national holidays and festivities. Clergy members visit the home on request. Bryn yr Haul operates an open visiting policy which excludes protected time for meals, and we can accommodate visitors at any reasonable time. The home has a comprehensive Policies and Procedures file to which all staff are expected to adhere to. Residents are always encouraged to maintain responsibility for their own finances. If this is not possible a family member or independent person would be asked to take this responsibility. Advocacy is always encouraged, and the home takes cognisance of the Mental Capacity Act and DOLs legislation. Likes/dislikes regarding food are documented and catered for. A cooked breakfast is available on request and a choice of

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Each bedroom has a lock to ensure privacy. Bryn yr Haul has a central heating system and opening windows for ventilation. Emergency lighting is in place alongside a comprehensive fire and call bell alarm system. Fire extinguishers are placed at strategic points throughout the home and serviced on a regular basis. A range of equipment is available throughout the home to promote independence which include a lift, hoists, walking aids, profiling beds, wheelchairs, and a comprehensive nurse call alarm system. The downstairs area is secure with digital locks placed on the entrance (front). Regular reviews are held with the funding authorities, and outside professionals when required. Residents and staff are encouraged to develop close and caring relationships and individual likes and dislikes are catered for and considered. Preferences with regard to personal care are documented and implemented. The complaints procedure and who to contact if you are not satisfied with the service are included in the resident guide. An extensive programme of activities is in place. Close links are developed with the resident, relatives, and friends to ensure that their needs and wishes are catered for. Advocacy services are sought if the resident has requested one. We continually monitor and assess Bryn yr Haul via our comprehensive Quality Assurance Programme. There is a Concerns/Complaints procedure at the front door entrance, with a private deposit box in place, whereby relatives and friends can record and pass on this information. Complaints are dealt with in a sympathetic and correct manner. Incident/Accident/Near Miss forms are completed and monitored daily. Further notifications i.e., Regulation 60, safeguarding referrals are made as required. Incidents/Accidents/Near misses are audited monthly, and any themes, occurrences, or patterns looked for. Further measures are then put in place and actioned accordingly. The home works closely with Flintshire Safeguarding Team and the Manager will discuss any potential safeguarding issues and implement any changes as required. Bryn yr Haul are open to new ideas and working practices which will benefit the people who live here. Both positive and negative feedback are evaluated, and changes are made as necessary. Staff supervision takes place every 8 weeks, any issues raised are dealt with in a timely manner. The home continues to work closely with the authorities and will request reviews where necessary and take any actions to progress.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Bryn yr Haul is a Nursing home for people 18 years and over but specialises in older persons' care. The home provides a warm atmosphere with the emphasis on the fact that this is their 'home'. We promote a calm, relaxed environment within the home and staff maintain a high degree of vigilance around the expressed and nonverbal indicators displayed by residents. We have a Statement of Purpose/Resident Guide for current and prospective residents. This is available in Welsh if required. Each resident is actively encouraged to choose their own colours when it comes to decorating their room. Residents can bring or purchase their own furniture if they wish. When decorating the communal areas, all residents are consulted, and their wishes are taken into account. We develop our care plans using the Social Services Wellbeing Act and choice, dignity and respect are at the forefront. Each resident has the right to make 'unwise or irrational decisions' subject to risk assessment. The skill mix of each shift is looked at on a regular basis to ensure that experienced staff are on duty to support the newer members. We constantly monitor and assess training requirements to ensure that staff have the relevant tools to deliver the quality of care required. Supervision is carried out every 8 weeks and on request.</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) 40.57

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	MCA/DoLs Six Steps EOL Care SALT SCIP Tissue Viability Diabetes Management Syringe Driver training SCW Registration MUST Sepsis Antibiotic Therapy Hydration Food First
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
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	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.	MCA/DoLs Six Steps EOL Care SALT SCIP Tissue Viability Diabetes Management Syringe Driver training Oral Hygiene Venous Leg Ulcers MUST Catheterisation (BCUHB) Sepsis Antibiotic Therapy Hydration UTI's Epilepsy
---	---

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	0
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
---	-----

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	3

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	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.	MCA/DoLs x 2 Six Steps EOL Care x 3 SALT SCIP x 4 Tissue Viability x 4 Diabetes Management x 4 Syringe Driver training x 3 Oral Hygiene x 3 Venous Leg Ulcers x 2 MUST x 1 Catheterisation (BCUHB) x 4 Sepsis x 2 Antibiotic Therapy Hydration UTI's x 4 Food First x 2

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)	3
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.	8-8 am 8-8 pm
---	------------------

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	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CHAPS x 3 SALT SCIP x 10 Tissue Viability x 6 Diabetes Management x 6
<p>Contractual Arrangements</p>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	10
No. of part-time staff (17-34 hours per week)	0
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.	8-8 am 8-8 pm
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
<p>Other social care workers providing direct care</p>	
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	18
No. of posts vacant	2

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	18
Health & Safety	18
Equality, Diversity & Human Rights	15
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Tissue Viability x 15 Oral Hygiene x 12

Contractual Arrangements

No. of permanent staff	17
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)	12
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

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.	8-8 am 8-8 pm
---	------------------

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	4

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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
<p>Catering staff</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	3
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	0
Dementia	3
Positive Behaviour Management	3
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)	2
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	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator Maintenance
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
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	2
No. of staff working toward required/recommended qualification	0