

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:	ALEXANDRA TYWYN LIMITED	
The provider was registered on:	01/08/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Alexandra Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/08/2022
	Responsible Individual(s)	Pritraj Aggarwal
	Manager(s)	Bethan Williams
	Maximum number of places	25
	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	There is a training matrix system in place for each employee. This is reviewed monthly by the Home Manager, RI and Directors.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The Manager continually appraises and supervises staff to ensure the relevant qualifications, training and skills are in place in order for the staff to effectively carry out their assigned duties. Direct or ensures market leading staff remuneration and a matrix is in place to ensure optimal working conditions.</p> <p>Staff hired go through a process of initial and follow up interviews with the Manager and Director, with all necessary background checks and completion of pre-joining training modules.</p>

Service Profile

Service Details

Name of Service	Alexandra Nursing Home
Telephone Number	01654711734
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?	29
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Fees Charged

The minimum weekly fee payable during the last financial year?	800
The maximum weekly fee payable during the last financial year?	1143.88

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?	The Manager proactively seeks feedback from the residents and their families on a monthly basis and the RI from the residents on a quarterly basis.

Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	23
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear garden accessible through the conservatory.
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Five in-person interviews with residents, seven resident questionnaires and nine resident family questionnaires demonstrate satisfaction and appreciation for caring staff who acknowledge residents and talk/engage with residents in a non-patronising fashion.

Residents and their families also feel there is a variety of quality and tasty food, with individual well-being maintained; no red spoons for one resident as an example and meat choice adjustment for another resident as another example. Cleanliness of individual rooms.

During the redecoration of rooms in the home, residents have been consulted about the choice of furniture, which has been received very well.

Excellent on respectful treatment of friends/relatives, well trained and caring team with an agreement amongst residents and residents' families that care needs are reviewed frequently enough and changes are put in place quickly. A person-centred approach is taken with care reviews.

Staff feel well supported in their daily roles and training needs and are generally happy to be part of a collaborative team

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.

Five in-person interviews with residents, seven resident questionnaires and nine resident family questionnaires demonstrate satisfaction and appreciation for caring staff who acknowledge residents and talk/engage with residents in a non-patronising fashion.

Residents and their families also feel there is a variety of quality and tasty food, with individual well-being maintained; no red spoons for one resident as an example and meat choice adjustment for another resident as another example. Cleanliness of individual rooms.

During the redecoration of rooms in the home, residents have been consulted about the choice of furniture, which has been received very well.

Excellent on respectful treatment of friends/relatives, well trained and caring team with an agreement amongst residents and residents' families that care needs are reviewed frequently enough and changes are put in place quickly. A person-centred approach is taken with care reviews.

Staff feel well supported in their daily roles and training needs and are generally happy to be part of a collaborative team

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p><input type="checkbox"/> Five in-person interviews with residents, seven resident questionnaires and nine resident family questionnaires demonstrate satisfaction and appreciation for caring staff who acknowledge residents and talk/engage with residents in a non-patronising fashion.</p> <p><input type="checkbox"/> Residents and their families also feel there is a variety of quality and tasty food, with individual well-being maintained; no red spoons for one resident as an example and meat choice adjustment for another resident as another example. Cleanliness of individual rooms.</p> <p><input type="checkbox"/> During the redecoration of rooms in the home, residents have been consulted about the choice of furniture, which has been received very well.</p> <p><input type="checkbox"/> Excellent on respectful treatment of friends/relatives, well trained and caring team with an agreement amongst residents and residents' families that care needs are reviewed frequently enough and changes are put in place quickly. A person-centred approach is taken with care reviews.</p> <p><input type="checkbox"/> Staff feel well supported in their daily roles and training needs and are generally happy to be part of a collaborative team</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p><input type="checkbox"/> Five in-person interviews with residents, seven resident questionnaires and nine resident family questionnaires demonstrate satisfaction and appreciation for caring staff who acknowledge residents and talk/engage with residents in a non-patronising fashion.</p> <p><input type="checkbox"/> Residents and their families also feel there is a variety of quality and tasty food, with individual well-being maintained; no red spoons for one resident as an example and meat choice adjustment for another resident as another example. Cleanliness of individual rooms.</p> <p><input type="checkbox"/> During the redecoration of rooms in the home, residents have been consulted about the choice of furniture, which has been received very well.</p> <p><input type="checkbox"/> Excellent on respectful treatment of friends/relatives, well trained and caring team with an agreement amongst residents and residents' families that care needs are reviewed frequently enough and changes are put in place quickly. A person-centred approach is taken with care reviews.</p> <p><input type="checkbox"/> Staff feel well supported in their daily roles and training needs and are generally happy to be part of a collaborative team</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>28</p>
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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
	<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	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	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	<p>Contractual Arrangements</p>	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<p>Staff Qualifications</p>		
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
<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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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?	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	24
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	14
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	6
Safeguarding	10
Medicine management	0
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	9
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.	An average 24-hour day consists off; 1 Manager (8 hours) 1 Deputy/RGN (12 Hours) 1 Admin (7 hours) 2 x Nurses (12hrs each) 1 x Chef (8hrs) 1 x Kitchen Assistant (8hrs) 5 x Day Health Care Assistants (12Hrs each) 2 x Night Health Care Assistants (12Hrs each) 2 x Domestic (5/8hrs) 1 x Maintenance (7hrs)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	2
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	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	0
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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

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.	An average 24-hour day consists off; 1 Manager (8 hours) 1 Deputy/RGN (12 Hours) 1 Admin (7 hours) 2 x Nurses (12hrs each) 1 x Chef (8hrs) 1 x Kitchen Assistant (8hrs) 5 x Day Health Care Assistants (12Hrs each) 2 x Night Health Care Assistants (12Hrs each) 2 x Domestic (5/8hrs) 1 x Maintenance (7hrs)
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Domestic 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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	3
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	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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
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	1
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	2
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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: carry out repairs, maintenance, improvement works Activities Coordinator: plan, organise and coordinate activities tailored to the residents
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
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.	
<p>Contractual Arrangements</p>	
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)	0
No. of part-time staff (17-34 hours per week)	1
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