

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:	Bay Tree House (WXM) Limited	
The provider was registered on:	16/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bay Tree House (WXM) Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/05/2019
	Responsible Individual(s)	David Atkins
	Manager(s)	Gaynor Jones
	Maximum number of places	46
	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	Training is identified via staff supervisions and also during staff meetings. Each staff member has an individual online login to access relevant training courses and this is ongoing and monitored by management to ensure the training is completed. Some in-house training is also provided. For Passport Manual Handling training, we have a trained trainer to deliver this. A training matrix is in place so that we can plan ahead and meet the training needs of all our staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Coming out of Covid the service had to use agency staff to keep the service safe. We managed a two week fixed rota which enabled us to identify where recruitment was needed. We also applied and were awarded a Sponsorship Licence to be able to recruit experienced staff from overseas to reduce agency use and costs. This gave continuity and stability to the people using the service. We invested in new staff by working on team building in order to retain staffing levels which improved retention.

Service Profile

Service Details

Name of Service	Bay Tree House (WXM) Limited
Telephone Number	01978365818
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?	102
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Fees Charged

The minimum weekly fee payable during the last financial year?	686.34
The maximum weekly fee payable during the last financial year?	987.00

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	0
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?	<p>There were several residents meetings held at Bay Tree to discuss choice of menu's and any other business. Any changes to staff or management were introduced to people using the service verbally and individually. People along with their families, were communicated with in relation to any changes made as a result of Covid outbreaks. Residents and family meetings were also held to discuss the day to day operation of the service; giving all a voice.</p> <p>The use of agency staff was relayed to people and we took on board their individual choice in relationship to the choice of gender assisting and supporting them with personal care.</p> <p>Celebrations were planned and held that were communicated to all individuals.</p> <p>Quality assurance was carried out to gain feedback on the service and responses were discussed with people and</p>

Service Environment

How many bedrooms at the service are single rooms?	46
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	46
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Bay Tree has an outdoor courtyard area that is beautifully decorated with wall art. There is Astro turf and seating for residents to sit out and enjoy good weather. There is also a grassed area adjacent to the building that has seating and a smoking area for people using the service.
Provide details of any other facilities to which the residents have access	Within the communal areas, we also have a library that is stocked with a very wide range of reading material.

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.

At Bay Tree we have a mix of people who do not have impairment and people who do. Everyone is asked about their care planning and what choices they would like to make in relation to rising in the mornings and going to bed at night; what they eat and drink with multiple choice flexible menu provision. They also choose when they would like to have bed rest or whether they would like to spend their time in their bedrooms or in communal areas. Where people have impairment, needs are pre-empted but conversations are still held in relation to their daily life. Encouragement is given along with emotional and where needed, communication support from staff.

People are treated with kindness, empathy and respect at all times. Personal preferences are noted in care planning in relation to personal care detailing what each person is comfortable with such as showering, bathing, choosing clothing and footwear. Where needed, we reach out to family for more information regarding likes and dislikes on each section of the care plan. We look at each individual biography for past interests to try to include meaningful conversation around each individuals' personality and what makes them happy. We inform people of any upcoming events that are planned for them within the home. We work with families to arrange outings and visits.

Where people may make decisions that are not in their best interests for health and wellbeing, we engage with understanding and try to encourage each person to understand what is maybe a better way of doing things so that they remain safe and in good health without dismissing their rights to make choices. We recognise that a change in a person's presentation or mood will be a response to an unmet need so we seek to identify what the unmet need is to support and reach an outcome.

The service is person centred and flexible to fit around people's needs and outcomes. Independence is promoted at all times so that people feel valued and safe. Wellbeing checks are regularly carried out for people who choose to remain in their rooms where various choices are offered daily by staff to join in the Bay Tree community. Choices are always respected and listened to

Many people have developed close and meaningful relationships with one another but individuals who choose to live a more solitary life have those choices respected whilst still being made aware that there are always options to get more involved.

The service is compliant in this area.

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.

People living at Bay Tree can be assured of emotional support from all staff when needed. We get to know each person so that it is evident when a person is maybe not themselves. Moods are monitored and observed and should a person not be having a good day emotionally, we seek to support each individual. We listen and observe to what may be causing any changes in presentation and reach out to multi-disciplinary health professionals on behalf of people so that they can receive support at the right time to prevent any decline in mental wellbeing. Sometimes just having a meaningful and understanding conversation can be all that is needed.

Concerns regarding physical wellbeing are escalated very swiftly and health professionals are contacted for support. Any illnesses are monitored daily by staff and management to conclusion. If a person's health requires medical treatment, this is requested in a timely manner.

Risk assessments are in place for each section of the care planning; Clinical History & Medical Conditions, Mental Health & Emotions, Communication & Senses, Mobilising and Movement, Personal Care, A Lasting Smile - My Mouth care Plan, Eating and Drinking, Pain Management, Medication, Sleeping, Activities & Socialising, Managing Finances, Religion, Beliefs and Cultural Needs and End of Life Wishes. These are reviewed and updated when needs change.

Incidents and accidents are dealt with immediately and where needed, medical intervention is requested. We seek to identify patterns within the tools we use so that we can support in a preventative way at all times.

People living at Bay Tree appear overall happy and supported in their daily lives and are supported to maintain their ongoing health. Daily comments are made by people such as "staff are so kind" and this is reflected in our QQA's. If there is any negative feedback within a QQA, this is investigated by management followed by meetings with families and people using the service to seek resolution.

People living at Bay Tree appear overall happy and supported in their daily lives and are supported to maintain their ongoing health. Daily comments are made by people such as "staff are so kind" and this is reflected in our QQA's. If there is any negative feedback within a QQA, this is investigated by management followed by meetings with families and people using the service to seek resolution.

The service is compliant in this area. Wellbeing is optimised and the service is caring and responsive.

The extent to which people feel safe and protected from abuse and neglect.

Overall people living at Bay Tree appear to feel safe and that they matter. We have a call bell system in place whereby people who are able to, will summon staff for assistance during the day and night. Where needs are pre-empted, people are supported by staff and well being checks are carried out.

All identified needs are assessed and highlighted within the digital system we use at Bay Tree for care planning and needs are presented within each individual's daily timeline. Staff record against these tasks so that they are met. Any concerns are highlighted in real time so that prevention can be escalated. These daily living tasks include; personal care, food & fluids, repositioning, skin checks, continence management, medication administration, sleep patterns, night checks, wellbeing checks, falls assessments, environmental checks, equipment checks, mental wellbeing checks, health monitoring both physical and mental health.

The system also ensures that needs are met in a timely manner and the tasks will alarm.

Handovers are carried out between day and night time staff change overs so that all staff are given an overview of any concerns that have been discovered and acted upon.

Staff receive training on Safeguarding reporting and this is overseen by management. They have an awareness of what is required to be reported and when, should they suspect any abuse or neglect is taking place.

Management and staff maintain good working in partnerships and work in collaboration with multi-agencies to protect the vulnerability of all people using the service. That is from our perspective as a service provider. It appears that people using the service do feel safe and protected as demonstrated within our QQA feedback. People appear to have good relations with all management and staff and feel comfortable in engaging with them. There appears to be trust in our staff whereby people feel safe. From time to time, people may feel they prefer certain staff members to others and this is addressed and sensitively discussed and the individuals preferences are always considered. We strive to encourage that our staff have good communication skills to optimise their relationships with people so that they do feel safe.

The service is compliant in this area.

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

Bay Tree House has a choice of communal areas for people to make a preferred choice of where they would like to spend their time during the day or night if necessary. Each communal area has a unique feel to it some areas are quieter than others so the building lends itself to choice.

The building has hydraulic baths and several wet rooms throughout on each floor that give privacy and choice. There are also many communal toilets around the building to promote independence. Each bedroom has an ensuite with a toilet and wash basin that offers privacy and upholds dignity.

The building is accessible for peoples' physical needs. There is a lift in situ to access the first floor and stair lifts for people who are not keen on using the lift.

Where we have people living at Bay Tree who lack personal safety awareness, there are corridors on the first floor that are not accessible to stairways. Those individuals are supported daily by staff to navigate to the ground floor areas. The building is secure to promote safety and wellbeing for people.

Walk ways are regularly checked to ensure they are clutter free to limit risks of falls. Hand rails to support mobility are in situ.

Ergonomic equipment is purchased when required such as profiling beds and lifting equipment

People are encouraged to personalise their own bedrooms and are supported to do so by staff. We have a maintenance manager who can put up pictures of choice.

All health & safety checks are carried out by our maintenance manager and discussed with management. Any repairs are also identified through walk arounds and I work very closely with this manager to ensure that the building is compliant and fit for purpose. Lifting equipment is examined under LOLER as required. Regular fire drills are carried out.

The service subscribes to Guardian for support around health & safety matters and there are currently no outstanding issues on the assessment which has much improved from previous assessments.

The service is compliant in this area.

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)	35
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The manager returned to manage the service in December 2022 from having been performing operational manager duties for the group. Whilst being the operations manager for several years, this role did not require mandatory training. The manager is enrolled to complete the above training; which has been completed previously but has now expired.</p> <p>With the years of experience the manager has, she is abreast with all legislation and compliance.</p> <p>The manager will be completing some of the training in the very near future.</p> <p>Other training includes Dementia Champion, Falls Pathway Champion, Legionella Duty Key Holder, Registered Managers award.</p> <p>Lead training on digital care planning software training Nourish</p>
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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
<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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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>Our assistant manager was newly appointed in January 2023. He is a Registered Mental Health Nurse</p> <p>The assistant manager will complete the above online training in the near future</p> <p>The assistant manager has attended several training sessions relating to the digital software we have installed for care planning - Nourish</p>
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
<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

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?	No
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	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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 Senior staff have undertaken several training sessions in using the digital software system for care planning - Nourish One senior carer has been blocked booked from a gency and has completed all mandatory training with his employer. 3 Senior staff have received A lasting smile oral as sessment training 3 Senior staff have received falls pathway training

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	1
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)	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.	A two week fixed rota. Shift patterns of 8am to 8pm days and 8pm and 8am nights Typically worked 4 shifts one week and 3 the next with every other weekend off There is always a senior carer in charge each day along with 6 care staff There is always a senior in charge on nights along with 3 care staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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?	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	19
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	19
Health & Safety	12
Equality, Diversity & Human Rights	9
Infection, prevention & control	10
Manual Handling	18
Safeguarding	9
Medicine management	4
Dementia	13

Positive Behaviour Management	3
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 Agency carers were blocked booked and undertook mandatory training with their employer 6 Care staff have undertaken A lasting Smile Oral Assessment Training 16 Staff have undertaken training in the digital software care planning system - Nourish 14 Staff have undertaken falls pathway training We have 3 carers who have undertaken QCF Health & Social Care level 2 We have 2 carers who have undertaken QCF Health & Social Care level 3
Contractual Arrangements	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	15
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.	We operate a 2 week fixed rota whereby every care staff each have every other weekend off. Our shift patterns are 8am to 8pm on days or 8am to 2pm and 2pm to 8pm. Night shifts are 8pm to 8am All staff know their shift patterns During the day we have 6 care staff working with a senior in charge At night time we have 3 care staff working with a senior in charge
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	10
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	7
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	7
Health & Safety	4
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None at this time

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)	1
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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
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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	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	1
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None at this time

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)	3
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	0
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
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List the role title(s) and a brief description of the role responsibilities.	<p>Administrator who manages staff files and requests DBS and references. Records staff sickness and absences and arranges return to work interviews. Arranges interviews for staff. Arranges staff supervisions. Records and manages holiday requests and entitlements. Takes minutes at meetings. Carries out food orders. Manages training matrix and arranges training for staff. Manages petty cash and people's personal money kept in the safe. Creates admission packs and staff starter packs. Uploads staff profiles onto Nourish. Archiving. Scanning. Answers the phone, deals with enquiries. Answers the door and telephone. Pays the hairdresser and chiropodist. Deals with both business and people's personal mail. In general carries out all important administrative duties for the service.</p> <p>Maintenance manager - oversees all repairs and general maintenance of the buildings and gardens. Carries out all necessary health & safety checks.</p> <p>Activities Co-ordinator - manages the activity programme</p>
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Filled and vacant posts	
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No. of staff in post	3
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	3
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
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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.	
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No. of full-time staff (35 hours or more per week)	3
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	0
No. of staff working toward required/recommended qualification	0