

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:	Bellavista Nursing Homes (Wales) Limited	
The provider was registered on:	03/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bellavista Nursing Homes (Wales) Limited	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	03/01/2019
	Responsible Individual(s)	Jacob George
	Manager(s)	ANNAMMA VARUGHESE, Beena Jacob
	Maximum number of places	39
	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 maintain and regularly update the training matrix . We have a training manager and training officers with a Nurse trainer who conducts induction, ongoing and refresher trainings and holds regularly and on adhoc basis in addition based on training needs fed back, observed and reflected. Training for SCW Registrations happen alongside and support given to staff for this. We also have introduced an online Training Programme . We also have external trainers to supplement current training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We obtain regular feedback from the HR department and the immediate management on the upcoming vacancies . We have developed a bank option for the group so staff with experience are provided to respective care homes based on the need and looking at the IPC / Covid status. We advertise on Indeed and other governmental sites and use 'we care ' service from SCW. We had to rely on Overseas recruitment for filling vacancies and is registered with Home Office .

Service Profile

Service Details

Name of Service	Bellavista Nursing Homes (Wales) Limited
Telephone Number	01446743983
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Welsh
Polish
Hindi
Philippines

Service Provision

People Supported

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

62

Fees Charged

The minimum weekly fee payable during the last financial year?

934.31

The maximum weekly fee payable during the last financial year?

1314.64

Complaints

What was the total number of formal complaints made during the last financial year?

1

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

We obtain regular feedback as a part of our quality monitoring process from residents, family, visiting professionals, staff etc .Reg 73 visits include taking feed back from staff residents and families every three months, We also hold Resident and family meetings such as coffee mornings, planned formal meetings, informal drop in sessions, Manager holds an open door policy, Care plan reviews with the relevant persons , Multidisciplinary meetings including Best interest meetings. We also have representatives from Age connect visiting and giving feed back

Service Environment

How many bedrooms at the service are single rooms?

33

How many bedrooms at the service are shared rooms?

3

How many of the bedrooms have en-suite facilities?

30

How many bathrooms have assisted bathing facilities?

3

How many communal lounges at the service?

3

How many dining rooms at the service?

1

Provide details of any outside space to which the residents have access

Residents have access to a secured garden at the entrance and at the back . There is also a small porch area for to use during bad weather for people to sit and enjoy.

Provide details of any other facilities to which the residents have access

The home is opposite to a Pub and next door to a School. Few parks are nearby, The Home has Well equipped hair salon. Frequent trips are arranged through out the year for visiting places as far as Bristol , for shopping during festive times on top of individually planned outings, meal outs, summer fates, celebration events etc Barry island is of a short distance to the Home as well as the Town.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	picture board, writing board, seeks input from professionals, use of family staff who can speak the language

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.

We conduct preadmission assessments involving the potential resident and their family not only to answer questions but to gain as much information regarding the resident as possible. Their likes and dislikes, what their previous career was, their interests and hobbies and dietary preferences.

After a 6-week period relatives and resident are invited to a review where the care needs, care plans and any issues are discussed to ensure a delivery of quality care.

We hold regular resident and relative meetings to update on the environment, recruitment, activities, and improvements made. [Minutes are available]

We hold staff meetings to ensure effective communication on a regular basis.

Questionnaires are used to obtain feedback from residents, staff, relatives, and external professionals.

Deprivation of liberty safeguards are applied for when deemed necessary-available to view.

The Manager walks the floor daily numerous times and has an open-door policy.

Staff receive 3 monthly supervision and an annual appraisal.

Residents' birthdays are celebrated, and the activities team ensure it is a special day. Staff will also help families celebrate anniversaries or other special occasions important to each resident.

We ensure staff are trained in the skills required including dementia care and person centred approach to aid communication and understanding.

Any training requirements are discussed during staff 3 monthly supervision and annual appraisal.

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.

At Barry Bellavista we strive to deliver good quality care and our aim is to make the residents environment a home from home. People are assessed and cared by the nurses who are working in the Home 24 hrs a day and any input required from immediate support or GP or other professionals are sought .

We believe prevention is better than cure , hence we operate a tight quality assurance programme and do conduct, evaluate audits and reflect on lessons learnt .

Residents are given the opportunity to access a chiropodist, hairdresser, dentist.

and optician additionally residents have access to SALT team, Dietician and physiotherapy if required.

Residents have input in their dietary needs and the catering staff regularly speak to residents to obtain feedback and ideas.

Resident and relative meetings are successful, and everyone has the opportunity to be involved in the environment, activities and menu planning.

Prior to admission residents and family have the opportunity to see the allocated room and choose a room if there is more than 1 vacancy. They are also given the opportunity to bring in personal effects to personalise the room and make that home from home feel for the resident.

At Barry Bellavista care is individualised and of a high quality standard.

We arrange trips out and visit local attractions and encourage residents to maintain hobbies and interests. Family are able to accompany residents on outings and our activity staff ensure residents are able to maintain their personal relationships.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained in safeguarding and identifying abuse, training is on going and developing alongside policies and procedures which are accessible to all staff.</p> <p>We have developed excellent relationships with adult services and our relationship is open and transparent.</p> <p>Quality assurance auditing covering safeguarding, falls, trends, clinical monitoring, medication, infection control and care plan audits.</p> <p>We run a transparent setting and apply a duty of candour, involving different agencies if we have any concerns. We may involve the relative, staff, Age Connect Advocate, Social Worker, Nurse Assessor, GP, Mental health Services, CIW, Safeguarding the police or many others.</p> <p>Staff all receive 3 monthly supervisions with any concerns raised and how to report any issues as part of that supervision. At supervision the staff member also updates the supervisor on their current DBS status and any changes since their DBS was undertaken.</p> <p>All staff have access to advice and guidance 24hrs a day from the Management if guidance is required. Staff can contact adult services and care inspectorate Wales independently.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Barry Bellavista is a smaller Nursing Home but has a comfortable, homely feel to it. The bedrooms are decorated to the resident's choice and arranged to their preference. Residents and family are encouraged to personalise the bedroom with familiar and recognisable items such as pictures, small items of furniture and sentimental effects.</p> <p>Preadmission assessment of resident's needs, information gathered prior to placement from resident, family, GPs, social workers etc to ensure the placement is appropriate.</p> <p>Show rounds and virtual show around the home with residents and family members – Residents and family are advised to view the home prior to admission to ensure they are happy with the environment of the home and agree the placement is suitable, they are encouraged to bring in items from home to make their bedroom a comfortable environment with personal belongings around them.</p> <p>Residents are encouraged to live their day as they please that can include joining in with activities of their choice, going out with friends and family. If they choose to stay in their room or stay in bed that decision is respected. If a resident chooses to go out alone or with family, this is risk assessed.</p> <p>All residents' valuables are locked in the safe or family advised to take home. A list is maintained in the safe of all contents and to whom it belongs.</p> <p>Staff to ensure residents do not walk into other residents' room to respect their space and belongings.</p> <p>Any changes to the environment are discussed with the residents and families and input is valued and respected.</p> <p>Residents' decisions regarding visitation are respected.</p> <p>Visitors advised not to take any pictures of residents and post on social media who are unable to consent.</p> <p>Ensure unless consented by the resident no visitors are present during personal care.</p> <p>Barry Bellavista has a community feel and residents build relationships within the home with staff and with fellow residents.</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>47</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	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.	Wound care Management, Dealing with BPSD, Palliative care, Dols, Fire , Nutrition and Hydration
	<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	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.	Fire, Hydration and Nutrition, SALT , Supervision, c onflict Management
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?	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	4
No. of posts vacant	2
<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	2
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	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, SALT, Nutritions, Understanding Challenging Behaviour and advanced Dementia Course
<p>Contractual Arrangements</p>	
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)	4
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.	6.45-7.15 pm Day 6.45 pm to 7.15 Am Night

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
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	3
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	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SALT, Fire , Hydration and Nutrition, Wound Care Management, Catheterisation, Vene Puncture,
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	6.45-7.15 pm Day 6.45pm to 7.15 am Night
Senior social care workers providing direct care	
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	1
Dementia	4
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SALT, Nutrition, Fire , Oral Hygiene / Care, Conflict Management
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7AM -7PM DAY 8 care Staff 7pm-7AM NIGHT 4 Care Staff

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
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	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	8
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	1
Dementia	19
Positive Behaviour Management	8
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SALT, Nutrition, Fire,
Contractual Arrangements	
No. of permanent staff	19
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)	15
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
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.	7Am-7pm Day 8Carers 7P -
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	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	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire
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	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	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Hydration and Nutrition
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
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	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
List the role title(s) and a brief description of the role responsibilities.	Reception Activity Coordinators Maintenance
Filled and vacant posts	
No. of staff in post	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	2
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Activity and Diversional Therapy
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
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0