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:	Brondesbury Lodge Limited
The provider was registered on:	28/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Brondesbury Lodge	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	28/08/2018
	Responsible Individual(s)	Gurdip Guram
	Manager(s)	Jolly Joseph
	Maximum number of places	32
	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	The objective is to ensure that all staff are in possession of the knowledge, skills & experience necessary to perform their jobs to the standards required. All staff work towards a care certificate & a record of statutory & mandatory training is kept, this is reviewed by senior staff & the manager. The training matrix is updated which identifies the training needs. Feedback is sought and provided by the staff to identify further training needs and the effectiveness of the training provided.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Brondesbury Lodge aims to deliver a high quality, safe & effective service for service users where the staff feel valued, empowered and invested in. The provider & the manager are committed to promoting a culture and healthy working environment that consider the health & well-being of all staff. Senior staff lead by example by being visible, approachable & can adopt a mentoring style of leadership as a means of promoting staff retention. A recruitment succession plan is in place.

Service Profile

Service Details

Name of Service	Brondesbury Lodge

Telephone Number	01239615427
What is/are the main language(s) through which your service is provided?	English Medium with some billingual 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?	61

Fees Charged

The minimum weekly fee payable during the last financial year?	644.00
The maximum weekly fee payable during the last financial year?	1100.00

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?	Quality assurance surveys are regularly conducted. Residents, families, next of kin, staff & professionals are consulted regarding the quality of service, commitment to prompting health outcomes, providing safety from neglect & abuse and ensuring our resident's well-being. Opinions are recorded and action plans produced accordingly. Brondesbury prompts continual engagement with the service users to ensure voices are heard. In addition, formal meetings are held and recorded with resident's enabling them to address any concerns, changes or ideas to enhance the service.

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	9
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	We encourage all residents to take assisted walks in the grounds surrounding the home which are beautifully maintained with flowering shrubs and plants, fruit trees and bushes, seating areas, a pond with fountain and numerous bird feeders and nesting boxes. Accessible areas with seating are provided for individuals in wheelchairs or with mobility problems. Residents are encouraged to enjoy time outside, enjoying the fresh air, bird song and scents of the garden, which are particularly beneficial to those with sensory and cognitive impairments. Service users with 'green fingers' are more than welcome to assist the gardener if they wish! We also have a recent addition of a furnished summerhouse for residents & families to enjoy if the weather is
Provide details of any other facilities to which the residents have access	We also have a recent addition of a furnished summerhouse for residents & families to enjoy if the weather is inclement.

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.	During my visits to Brondesbury Lodge I have been able to monitor and witness the engagement between staff and residents. It is evident that residents are given opportunity to make their own choices such as the food they eat, the activities they join in with, where they like to sleep or when they return to their rooms. Staff will also communicate with them in the language of their choice whenever possible. Surveys demonstrate that overall residents, families, and professionals are happy with the care and support the home is providing. A resident stated "Yes, I feel my choices and wishes are listened to by staff at Brondesbury Lodge". However, it is noted that the recent loss of our Activities Co-coordinator has limited certain opportunities and activities which the residents are missing. The manager is working to resolve this matter in a timely manner.
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.	It is evidenced through care plans and discussions with staff that healthcare issues are supported with a multi-agency approach. Care staff liaise regularly with GPs, nurse assessors, OTs, hospitals, and other healthcare professionals to ensure health needs are monitored and supported for the best outcomes. Surveys support this finding with comments from professionals such as: "Staff appear to have good knowledge of resident's needs". "Excellent caring nurses & carers". "Impressed by the care and attention you pay to all your patients". Through feedback a resident indicated that he would benefit from staff having a better understanding of his illness. Management will arrange for appropriate training and instruction to improve staff knowledge. In addition, residents also benefit from meetings held specifically to discuss any issues, concerns or ideas for changes that would benefit their well-being.
The extent to which people feel safe and protected from abuse and neglect.	Brondesbury is committed to ensuring safeguarding measures are in place to protect vulnerable adults within the home and ensure they are treated with respect & dignity. All our staff are subject to police checks via the Disclosure and Barring Service, which includes the Protection of Vulnerable Adults register. We have stringent policies within the home, with ALL staff fully aware of their responsibilities in relation to recognising and reporting any incident or event, which could be classed as abuse. Surveys indicate we are achieving our outcomes with comments from residents such as: "I feel safe and protected". "I feel safe, Brondesbury Lodge is a safe environment". "The staff are very well trained to consider the welfare of the residents and their issues". Training is monitored to ensure all staff are kept up to date with safeguarding and related areas, they have also been made aware of the 'Wales Safeguarding Procedures' App.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Brondesbury Lodge is a purpose-built home which provides a good standard of accommodation suitable to the needs of the residents with all rooms accommodated on the ground floor providing the best situation for those with mobility issues. Residents & families are encouraged to personalise rooms to help provide comfortable & familiar surroundings. An ongoing program of re-decoration ensures the upkeep of the décor. We encourage our residents to spend time outside enjoying the beautiful gardens, summerhouse and areas made accessible to wheelchair users. We have recently invested in a project, supported by the Welsh Government Energy Efficiency Grant for Care Homes, to replace all the external windows and doors in the homes. In addition, we have also committed to repairing, replacing & upgrading our internal fire doors and mechanisms for the safety of our residents. Surveys have indicated that bathrooms have become dated and bedroom furniture tatty. A plan is being implemented for a phased refurbishment of these areas.

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

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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
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.	SCW Registration of Care Home Workers End of Life Care Advanced Care Planning Fire Safety Training – Level 1 + 2 GAB Mouth care Training for Champions

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
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.	End of Life Care Manual Handling Train the Trainer Advanced Care Planning GAB Mouth care Training for Champions

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	Yes

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	4

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	0
Infection, prevention & control	2
Manual Handling	3
Safeguarding	2
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.	End of Life Care Advanced Care Planning ANTT Training Fire Safety Training – Level 1 + 2 GAB Mouthcare Training for Champions

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.	At least one nurse on duty 24/7. Nurses work either Early, Late, Night or Long Day shifts. Shift patterns vary. In general 2 nurses are employed for night duty and 2 nurses for day duty. The Registered manager and deputy manager are also registered nurses.

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	11
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	3
Safeguarding	7
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to Parkinsons Fire Safety Training – Level 1 + Evacuation Equipment Demonstration Fire Safety Training – Level 2 GAB Mouth care Training for Champions Emergency First Aid ANTT Training

Contractual Arrangements

No. of permanent staff	11
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)	9
No. of part-time staff (17-34 hours per week)	2
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.	Senior Carers work a varied shift pattern including Early, Late, Night & Long days. At least 2 senior carers are working during the day and 1 at night.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
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	14
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	6
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	8
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Training – Level 1 + Evacuation Equipment Demonstration Emergency First Aid

> Contractual Arrangements

No. of permanent staff	14
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)	12
No. of part-time staff (17-34 hours per week)	2
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.	Carers work varied shift patterns covering 24/7 working Early, Late, Long day or Night shifts. At least 5 carers work during the day and 2 carers at night along with senior supervising carers and nurses.

> 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	4

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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
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

Catering staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	4

No. of posts vacant	0

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification	4
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?	No