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:	Calon Fawr Nursing Home Limited trading as Swansea Living Solutions
The provider was registered on:	02/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**Sea View House**	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	02/01/2019
	Responsible Individual(s)	Gareth Davies
	Manager(s)	Karolina Morris
	Maximum number of places	8
	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	All staff undergo a vigorous induction process. On completion staff undergo training in specific for the needs of the service with Social Care Wales
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Retention of staff is including an open door policy for staff who have any concerns. We have regular team meetings to discuss the service and other concerns

Service Profile

Service Details

Name of Service	Sea View House

Telephone Number	01792204141
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We promote welsh language in house.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	1512.64
The maximum weekly fee payable during the last financial year?	1512.64

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?	Questionnaire sent out every August to families of the service users. Regular update Reg 73 to CIW and monitoring staff. Participation to events held by Swansea Council and SCW

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	0
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	Sea View House has its own large accessible grounds offering lawns, patio and BBQ areas as well as a quiet garden area for sitting and admiring the stunning views of Mumbles and Swansea Bay.The gardens are fully enclosed and benefit from full accessibility by way of concrete ramp with handrails on both sides. There is a designated smoking shelter in the garden also.
Provide details of any other facilities to which the residents have access	A small quiet room on the ground floor available for quiet time, private visits, small meetings between individuals and their care teams, families of other visitors; a large communal lounge with heavy leather sofas, wall mounted television and bay window views of the gardens. The conservatory is also used for art work and activities and recently was refurbished with blackboard walls for service users and staff to graffiti and create a sense of ownership and identity.

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Staff are always available and have an open door policy for individuals to request the time and attention of a staff member away from the communal areas, and within a weekly planner discussed and agreed with the individual each week talk time / quiet time / reflective time will be scheduled for every individual to have protected time to review, discuss and reflect on their week just gone, week ahead, goals, future plans, concerns, positive outcomes or anything they want to bring to the session. Staff, supported by the manager will spend time with each individual on a weekly basis, to prepare a weekly planner / diary in a format which is user friendly to the individual, this can include total communication signs and symbols, photographs, written words, technology based etc.; to ensure that any scheduled appointments, work/education commitments, domestic commitments, leisure, cultural, religious, social, wellbeing needs are met, the planner will be designed on a basic template but tailored to meet the needs for each individual.
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.	Sea View House provide person centred care to ensure that each service user for their unique needs, preferences and goals. This approach promotes individual dignity, and respect. Service users have a say in their decisions affecting their daily lives, such as meal choices, activities, and personal routines. Sea View House provide access to medical care, including regular health assessments, monitoring of chronic conditions, and medication management. Service users physical well-being is supported through nutritious meals, regular exercise, and assistance with activities of daily living, such as personal routines. We provide a supportive and compassionate environment where service users can express their emotions and social interaction is essential for service users happiness and well-being. We facilitate opportunities for social engagement, such as group activities, communal dining. We provide adequate support by ensuring the well-being of the service users. Staff have the necessary skills and knowledge to address the physical, emotional, and social needs of the service users. Regular training and professional development enhances the quality of care provided. Sea View House maintains a safe and secure environment for the service users This includes implementing appropriate safety measures, with a locked door policy, infection control protocols, and emergency response plans for staff and service users. Sea View House involves the service users families which can enhance their overall well-being. We encourage family visits where possible and if applicable and communication with loved ones.
The extent to which people feel safe and protected from abuse and neglect.	Sea View House provides comprehensive policies and procedures to prevent and address abuse and neglect. The policies include clear guidelines on staff behaviour, reporting mechanisms, and protocols for investigating and responding to allegations of abuse. Policies are updated on a yearly basis or when applicable. When employing staff we have a rigorous staff selection processes that include background checks to ensure suitable candidates working with vulnerable adults. Training is provided to all staff members. Sea View House have clear channels for reporting abuse or neglect with relevant safeguarding in place. We ensure regular monitoring and oversight in relation to CIW and Social Care Wales regulatory bodies to ensure compliance with safety standards and regulations. Inspections and audits help identify potential issues. Sea View House provide advocacy for each service user to provide additional oversight and support.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Sea View House provides accommodation that meets the individual needs of each service user. Service users have a say in the arrangement of their living spaces to ensure comfort and promote a sense of ownership. Accessibility features are implemented in Sea View House to ensure with any disabilities. Personal space is provided, such as private bedrooms or separate living areas.
	Sea View House provide a comfortable and homely environment and allow service users to personalize their living spaces with personal belongings, photographs, and other meaningful items. Sea View House provide access to amenities and services that support service users' well-being and personal outcomes e.g areas for socialising, gardens, libraries, and access to recreational activities.
	Sea View House provide access for Wi-Fi which can help service users stay connected with their loved ones and families. Staff members should be trained to support service users with their accommodation needs, respect their privacy, and promote a sense of belonging and comfort.
	Sea View House implement regular reviews and feedback from service users and their families to ensure we meet their needs and preferences. This allows for adjustments and improvements to be made based on the evolving requirements of the service users.

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)	9

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	0
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	0
Health & Safety	1

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work Depression Eating Disorders Autism

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?	No

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	2
No. of posts vacant	0

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

Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety First Aid PTSD Personal disorder Self Harm DOLS MCA Diabetes Risk Assessments Person Centred Planning Substance & Alcohol misuse Stress management Record Keeping Depression Eating disorders Autism awareness

Contractual Arrangements

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift, 7am - 3pm / 2.30pm-22.30pm / 7am-22.30pm - 1 senior staff per shift Night shift, 10pm - 7am, no senior

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	7
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety First Aid PTSD Personal disorder Self Harm DOLS MCA Diabetes Risk Assessments Person Centred Planning Substance & Alcohol misuse Stress management Record Keeping Depression Eating disorders Autism awareness

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)	5
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.	Day shift: 07.00-15.00 / 14.30-22.30 / 07.00-22.30 Night shift: 22.00 - 07.00

> 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	5

Domestic staff

Does your service structure include roles of this type?	No

Catering staff

Does your service structure include roles of this type?	No

Other types of staff

Does your service structure include any additional role types other than those already listed?	No