

# 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:	Cantref Homes Limited	
The provider was registered on:	16/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cantref Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/01/2019
	Responsible Individual(s)	Anthony Bailey
	Manager(s)	Joanne Pritchard
	Maximum number of places	21
	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 induct our staff through training days initially, and have induct on training that is online. We use the service of Redcrier for the majority of the training and are currently sitting at a high percentage of staff who have accessed and passed all elements of training. The modules will be emailed automatically to staff to refresh. We have had two unannounced Fire evacuation training with staff and will be doing more of this. Mandatory training for First Aid, Move and Hand and Fire are booked.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We do not have a high turnover of staff and have only utilised the recruitment services, the likes of Indeed, once in the last financial year. Indeed is an expensive recruitment service though and has not really produced results when we have used it. We recognise, as a service provider, the mental wellbeing of our staff and the security regarding their jobs during the cost of living crisis. We offer a free meal for our staff and we have parking facilities, staff also able to wash their uniforms.

## Service Profile

### Service Details

Name of Service	Cantref Care Home
Telephone Number	01873852451
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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### Fees Charged

The minimum weekly fee payable during the last financial year?	725
The maximum weekly fee payable during the last financial year?	760

### 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?	Monthly Newsletter Social Media platforms Questionnaires Noticeboard

### Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
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	Patio area Cover seating area Garden Arbour Raised garden bed Gazebo Garden seating Care Station Summerhouse
Provide details of any other facilities to which the residents have access	Hairdresser Chiropody Treatment Activities

### 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.

Our activities personnel regulate meetings with residents. As an RI and at work most of the working week, I regularly converse with our residents and their families and also our staff who feed back to me. We have our QA's that involve our healthcare professionals, relatives and staff. Everything is about choice, our most recent poll is where we should go for our excursion out of the home, when the weather heats up. Food choice is also important and often a conversation we regularly visit depending on season and the preferences of our residents. We often have to remain vigilant to appreciate some residents mental wellbeing and those who have dementia may not like a singer coming in, for example, and so arrangements are made so that they are taken care of, should they wish, outside of the entertainment room and are therefore more relaxed and at ease. Each day is different and you have to read the day and appreciate that everyone is different and adjust things accordingly to suit everyone as best you can and give them the options of participation and maintain respect by gaining consent and asking for their opinion. I regularly carry out maintenance of the home and so part of my day is explaining to the resident involved (if repair is required in room) having a general chat, updating them with what I am doing and to keep them involved. With our recent Covid boosters, we explained the week before to all residents that the GP would be attending, explained what for and also reiterated this news on the day of visit so that it was not a surprise. We gained consent of all of our residents and with a little bit of adjustment in their day, they were all ready and waiting and understood, at the time, what they were having done and why. A small percentage would not be able to retain that information and so families are often involved and aware of any interventions such as the booster and support us with paperwork. A lot of our work starts at pre assessment and building rapport with relatives so that they feel reassured and are able to discuss with their person their varying levels of support of changes that we may need to carry out, such as continence aids or medication adjustments.

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.

Our goal is to maintain the independence of our residents with what they are comfortable in carrying out themselves. This could be personal care or their mobility, they all know that we are on hand to help, but if they can keep their legs and movement going, then things will remain a little bit more encouraging in their mobility and wellbeing than if they do not use them. We have Tai Chi and Chair Movement exercises performed and these are quite relaxing activities that many participate in, if they wish. We are pro active with those who may start to struggle and enlist the professionalism of our OT team to come in and assess our residents for any aid that may be more beneficial. Some of our residents come in fully mobile and we may need to make an adjustment later down the line for the use of a stick, for example, and then this may progress to a walking frame. It does not deter our individuals from using their own initiative then in toileting or wanting to go to their room, they are just that bit safer in doing so. We have the nursery children come in from Meadowbank every other Thursday, bridging the link between young and older people and this has been a thorough success that everyone missed during the heightened period of the pandemic. Our staff are all trained and we retain staff very well which we very much appreciate. Residents will often open up to the staff that they see every day and build up a rapport with and trust to go forward with any medical issues or concerns with their wellbeing. We have good working relationships with our great district nursing team and our GP surgeries which is a great help to us as a residential care home to have that support. We have had the privilege of having taken receipt of new beds in all of the rooms, which are much more modern and can only be of benefit to those we look after and our staff in order to reduce risk, maintain independence, protect backs, and the general comfort of all of our residents as they are beds that are able to be moved electronically to adjust height etc. They will be particularly helpful by taking out the time of ordering a bed with the health board and having those delivered if somebody needs it quite desperately.

The extent to which people feel safe and protected from abuse and neglect.	All staff are currently trained in identifying any signs of abuse. We speak to all individuals to ascertain as to whether they feel safe in their environment if they have any issues regarding their safety. We have zero tolerance for any kind of untoward behavior. We have a whistle blowing policy, we provide body maps where it is documented if an individual should have a red area caused by their mobility equipment. New Individuals also have a body map on admission
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All individuals complete a This is Me booklet where we can ascertain their likes and dislikes their social engagements and how they wish to spend their day. We endeavor to work in a person centered way and all staff carry this through in their daily working environment. It is of paramount importance that everyone is seen as an individual and that we maintain a homely environment for every one as an Individual.

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)	24

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	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.	Fire Safety Fire Safety Marshall due shortly First Aid Refresher
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	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.	Fire Safety First Aid
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?	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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall Fire Safety First Aid CoSHH

#### 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

#### 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 Support Worker works on these days Monday Tuesday Wednesday Friday  One Senior Care works Monday Tuesday Friday Saturday Sunday x1 One Senior Care worker works Wednesday Thursday x1  The long work and short week alternate between them so they work seven days in fourteen
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#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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
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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	16
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety First Aid QCF

#### Contractual Arrangements

No. of permanent staff	16
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)	10
No. of part-time staff (17-34 hours per week)	6
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.	All staff work seven days in fourteen  A long week and a short week
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#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0



Domestic 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	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety CoSHH First Aid
<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	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
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

#### Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
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	2
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
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