

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:	Carmarthen Care Limited	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Towy Castle Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Mark Davis
	Manager(s)	Pauline Evans
	Maximum number of places	61
	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 have a part time Training Manager employed to manage all of our training requirements. We have signed up to an online provider who can provide all the necessary learning materials to ensure that our staff are up to date with adequate training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Between myself (RI) and the manager we regularly discuss the recruitment situation and post adverts to indeed and carehome.co.uk when we do require new staff. With retention we work very hard to ensure staff morale is good. If staff do leave we conduct an exit interview to see if there are any learnings that we can take forward.

Service Profile

Service Details

Name of Service	Towy Castle Care Home
Telephone Number	01267234594
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	81
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Fees Charged

The minimum weekly fee payable during the last financial year?	682
The maximum weekly fee payable during the last financial year?	900

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?	<p>We conduct regular resident meetings to obtain feedback and suggestions from residents at the home.</p> <p>As part of my quarterly visit I spend quite a bit of time with residents eliciting feedback and gauging their level of satisfaction with the home.</p> <p>We use facebook to publicise our activities and this is visible to residents, friends and family. Obviously prior to posting photos consent is obtained for each resident.</p>

Service Environment

How many bedrooms at the service are single rooms?	53
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	57
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	<p>We have a rear garden area of the home which has step free access with various tables and chairs. As well as our main front veranda area which has tables chairs and sun shades.</p> <p>There is a greenhouse and some raised beds which are available to residents if they wish to do gardening.</p> <p>We also have a small number of residents who like to take a walk and there is a large driveway allowing those residents space to explore and to keep fit.</p>
Provide details of any other facilities to which the residents have access	We have an outside cabin which provides a further meeting place for residents and their families.

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

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.

As part of my role as the RI I am mandated to make 4 recorded visits to the home as part of this work I spend time talking to and collecting views of the service users, staff and any visitors that are here on the days of the visit. I believe this helps to make people feel respected and included in the decision-making process of the home. The information is often used to improve the running of the service and also to address any issues as they arise. I must also stress that I spend my full working week at the home and I am in daily contact with staff, visitors and the service users which means that issues or feedback are dealt with in a timely manner.

Our activities coordinator hosts regular resident meetings where service users have the opportunity to discuss the service, make suggestions or provide feedback. This is then fed back to myself and any salient points are actioned.

The care coordinator works closely with relatives and other interested parties when reviewing care plans and planning care.

We try to foster an open and friendly culture at the home where service users and relatives feel free to voice their opinions and feedback. The door to the office is always open and people are encouraged to pop in to discuss anything that they wish. This also goes for visiting health professionals, we have regular visits from district nurses, chiropodists, eye care experts and all provide feedback to the office.

Staff complete regular supervision and this is a good opportunity for them to raise any points they have about the service and these are fed through to management and to myself. As above staff are free to engage with management at anytime.

We feel interaction with catering staff is a really important feature that we can offer to our service users. We base the cook in the dining room first thing in the morning to help with breakfast and this enables service users to feedback on likes and dislikes and discuss the food choices for lunch and dinner that day. It also enables the catering team to have a good idea of each service users likes and dislikes.

Some feedback we received:-“The care staff are very kind, caring and compassionate. I can tell from my mother's reactions to wards the carers that she has a very good relationship with them.

I am extremely satisfied with all aspects of the service provided at Towy Castle.”

“Towy Castle staff all made Mum feel extremely welcome and 'part of the family' from the day she moved in”

<p>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.</p>	<p>We do our best to ensure access to health professionals and healthcare services, doctors, dentists, ear wax, chiropodist, hospital visits etc. We have 2 wheelchair accessible vehicles and driver availability to ensure that these and other associated needs are met.</p> <p>The catering staff are briefed not only on dietary requirements but also on likes and dislikes for each service user. We believe that food is an integral part of people's wellbeing and also happiness so we invest in good quality home cooked food but have also invested in a dining room extension to facilitate a better social environment for our service users.</p> <p>Our activities coordinator focuses on exercise and other engaging activities which not only are enjoyable but also help improve wellbeing through exercise and mental stimulation. We also have a large selection of books and other aids such as an interactive table which are available to all.</p> <p>We monitor key metrics such as service users weights to ensure that people maintain a healthy weight. Obviously, this is optional and some users chose not to partake but many do and it is useful information when planning dietary needs.</p> <p>Some related feedback which we received on carehome.co.uk is quoted below:-</p> <p>"He quickly appeared happy at the home even though he was aware of being placed into care, something he had resisted for many years. Within days, he showed a marked improvement in both his physical and mental state. He loved the food, the staff and the atmosphere"</p> <p>"The whole team have been supportive and sensitive to her needs, often going above and beyond to ensure that she is happy. All the team respond positively to ensure that she gets the best possible help and that her needs are fully met."</p> <p>"My mum is so well looked after, she is so happy there."</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Needs assessment and careful care planning help to ensure we only take suitable service users that are not going to cause a problem for others living at the service.</p> <p>Incident reports are reviewed by management to spot patterns and potential issues before they become significant. Where behaviour poses a risk to other service users we act swiftly and I insist that those posing a risk are moved to another setting where no other course of action is available.</p> <p>Any concerns regarding staff are thoroughly investigated to ensure staff are acting appropriately to protect against abuse and neglect.</p> <p>Ensuring staffing levels are appropriate and working hard to ensure shifts are all filled. This has been particularly difficult over the last year given the general labour shortage affecting the UK. I believe we have done incredibly well in this area. We have extremely reliable staff who will not let us down unless they have no alternative. We also have built up a pool of bank staff that we can call upon to help us when needed.</p> <p>Staff receive appropriate training and are aware of signs of abuse and neglect so that they can report it, as discussed in earlier answers we have a culture of openness and accountability. Management will act swiftly to investigate any concerns.</p> <p>We have strong lines of communication with both service users and their families, this ensures they are aware of their rights and how to raise concerns.</p> <p>Some relevant feedback we received on carehome.co.uk</p> <p>"Throughout his time at Towy Castle, I always felt that he was safe yet free to go anywhere he wished, within the bounds of safety and necessary monitoring. The staff were excellent, warm and friendly despite the restrictions of lockdown. I was always kept aware of any issues expeditiously by phone. The owners of the home are very professional, as well as being approachable and friendly."</p>

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

We have an organisational structure which is clear and transparent, with clear lines of accountability. This helps to ensure that everyone knows who is responsible for what, and that decisions are made in a timely and efficient manner.

There is a clear communication structure in place, so that staff and people who use the service can easily communicate with each other. This will help to ensure that everyone is aware of important information, and that concerns can be raised and addressed quickly.

We aim to make the organisational culture one of openness, honesty, and respect. This helps to create a safe and supportive environment for everyone.

Our activities coordinator is tasked with designing and implementing a program which is tailored to individual service users to help them with their personal outcomes and wellbeing. Examples of these are trips to Ty Golau which is a group for people with mild memory difficulties which aims to get the brain and conversation going through various presentations on interesting topics. She also does a regular luncheon club where people get to visit local cafes and restaurants. We have visiting animals for those who love animals most often we have dogs visit, but we have had horses in the past. We also have a close tie with the local nursery school which regularly comes to visit and it is great to see the bond develop between the children and the residents.

Analysing the reviews that we have received on carehome.co.uk for the year to March '23 we had 11 reviews. In all 11 reviews we were rated 5/5 in the category 'treated with dignity'. Below is a relevant comment that we received:-

"From the very very first contact by telephone with Towy Castle I was so very, very impressed - the support, kindness, professionalism and above all dignity and understanding of service users needs, and support to family members, well it's second to none"

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)	52
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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
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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	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	1
Safeguarding	1
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.	Effective supervision

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
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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	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	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Effective supervision

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	00
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
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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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>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	6
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety, Basic life support, End of life support, C atheter care
<p>Contractual Arrangements</p>	
No. of permanent staff	6
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)	2
No. of part-time staff (17-34 hours per week)	4
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.	1 person on duty 24 hours per day normally shifts are:- 7am-2pm 2pm-10pm 10pm-8am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6

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	32
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	11
Health & Safety	24
Equality, Diversity & Human Rights	0
Infection, prevention & control	24
Manual Handling	30
Safeguarding	24
Medicine management	24
Dementia	20
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety, Basic life support, End of life support, C atheter care
Contractual Arrangements	
No. of permanent staff	28
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	18
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-2pm 8 staff 2pm-10pm 8 staff 10pm-8am 4 staff
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
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>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
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)	0
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0

Catering 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	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
<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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance man

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
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	1
No. of staff working toward required/recommended qualification	0