

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:	Cartrefi Cwtch Ltd	
The provider was registered on:	04/05/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Woodland Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	04/05/2022
	Responsible Individual(s)	Nichola Evans
	Manager(s)	Clare Williams
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Crown Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	04/05/2022
	Responsible Individual(s)	Nichola Evans
	Manager(s)	Clare Williams
Maximum number of places	3	
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	Due to taking over last year, a lot of the staff training was overdue . Covid restrictions made refresher training difficult. Since taking over all staff have had their mandatory training refreshed. Regular supervision and team meetings also discussed training and development needs. We work with the local workforce development team and they offer training places, we purchased a large inhouse training package to complete online and we train staff to support the needs to any service user.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The management team look at staffing levels when completing the rota to ensure the levels can meet the contracted arrangements. We advertise vacancies when needed and these have been filled with no issues. Our staff are met with regularly to ensure they are motivated and happy in work. We have wellbeing incentives to encourage a positive culture. Our turnover is very low and this shows happy staff.

Service Profile

Service Details

Name of Service	Crown Lodge
Telephone Number	01495246671
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	1011.93
The maximum weekly fee payable during the last financial year?	2990.40

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?	The RI meets with them on a regular basis and the service manager speaks with each person regularly. Their views and wishes are discussed and these are actioned if required. Each service user also has family or social workers who advocate for them. We maintain strong relationships with these individuals to ensure needs are being met. Due to the needs of the people we support, general conversation to establish satisfaction, wants and needs is not always effective. We ensure we have an open relationship with the local authority and advocate for the people we support.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have a small private garden at the rear of the home.
Provide details of any other facilities to which the residents have access	We are in the process of renovating one of the upstairs rooms as a small sensory room. This will give our residents a quiet relaxation space.

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.

<p>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.</p>	<p>The individuals supported at Crown Lodge are happy healthy individuals. They have complex needs so we have to use various methods to establish their wishes, preferences and needs. Care hours have been reviewed this year and a request made to local authority to increase 1:1 hours for some of our residents so that they had the opportunity to be in the community more. These were agreed and the hours implemented. Staff have excellent working relationships with our residents and have worked with them for a number of years. This has built trust and rapport and allows our residents to communicate as openly and freely with them as possible. This work has allowed us to establish what is important to each person and then build activity plans to ensure these are being met. Each resident has had their rooms refurbished in line with their wishes and choices. Each resident has had new opportunities with going out and building their social skills. We work closely with the local authority and care plans have been reviewed this year to ensure the care and support we provide reflects their needs and wishes.</p>
<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>Annual health checks have been requested by us on numerous occasions however the local GP has yet to provide us with a date for these. We support our residents to have regular dentist, optician and chiropody. We work closely with the health team to ensure our residents are reviewed regularly and that any changes in their needs are reported. Care plans are regularly reviewed and any changes to health and wellbeing are identified in these.</p> <p>We speak with family when they are advocates for our residents to ensure they feel that we are providing an excellent service.</p> <p>Our residents are health and happy and this is the best way in demonstrating our strong working relationships with professionals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We ensure we have a culture of candour and transparency so staff feel confident in raising concerns. We have applied for dolls authorisations for all residents. Staff receive refresher training around safeguarding and best practices. We welcome visits from professionals and families at any time. We have regular chats with our residents so that trusting relationships are formed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We are in the process of refurbishing the home to ensure it is modern bright and homely. All residents have had their rooms redecorated in line with their preferences. Any adaptations that are required have been fitted. Regular safety checks are carried out.</p>

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) 7

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	The manager has spent time developing relationships with all our service users this year and learning about their individual needs.
	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	
<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	

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?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Currently undertaking IOSh training and Level 5 in health and social care
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	6
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication, record keeping, confidentiality, develop as a worker, infection control, COSHH, fire marshal training, and fire awareness training
Contractual Arrangements	
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
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	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.	am shift is 8-3/ pm shift 3-10/ asleep is 10-8. Staff like to work long days therefore 8am-10pm. This provides consistency throughout the day for our service users, 1 staff member works 8am-10pm, a second staff member is on shift 10am-7pm and 1 asleep staff member.
Staff Qualifications	
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
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

Service Profile

Service Details

Name of Service	Woodland Lodge
Telephone Number	01443830480
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?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1011.75
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The maximum weekly fee payable during the last financial year?	3019
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Complaints

What was the total number of formal complaints made during the last financial year?	2
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Number of active complaints outstanding	0
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Number of complaints upheld	2
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Due to the complex needs of the individuals we support, consultation can be difficult. If they have capacity to understand then the RI meets with them and discusses the service and this is recorded on their monitoring visits. For those who lack capacity, we work closely with family and the local authority to ensure service provision is of a high standard and that best interest is considered.
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Service Environment

How many bedrooms at the service are single rooms?	4
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How many bedrooms at the service are shared rooms?	0
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How many of the bedrooms have en-suite facilities?	1
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How many bathrooms have assisted bathing facilities?	1
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How many communal lounges at the service?	1
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How many dining rooms at the service?	1
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Provide details of any outside space to which the residents have access	We have a large garden area.
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Provide details of any other facilities to which the residents have access	none
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
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Makaton	No
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British Sign Language (BSL)	No
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Other	No
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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.

<p>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.</p>	<p>he individuals supported at Woodland Lodge are happy healthy individuals. They have complex needs so we have to use various methods to establish their wishes, preferences and needs. Care hours have been reviewed this year and a request made to local authority to increase 1:1 hours for some of our residents so that they had the opportunity to be in the community more. These are currently being negotiated. Staff have excellent working relationships with our residents and have worked with them for a number of years. This has built trust and rapport and allows our residents to communicate as openly and freely with them as possible. This work has allowed us to establish what is important to each person and then build activity plans to ensure these are being met. Each resident has had their rooms refurbished in line with their wishes and choices. Each resident has had new opportunities with going out and building their social skills. We work closely with the local authority and care plans have been reviewed this year to ensure the care and support we provide reflects their needs and wishes.</p>
<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>Annual health checks have taken place with the GP for all residents. We support our residents to have regular dentist, optician and chiropody. We work closely with the health team to ensure our residents are reviewed regularly and that any changes in their needs are reported. Care plans are regularly reviewed and any changes to health and wellbeing are identified in these.</p> <p>We speak with family when they are advocates for our residents to ensure they feel that we are providing an excellent service.</p> <p>Our residents are health and happy and this is the best way in demonstrating our strong working relationships with professionals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We ensure we have a culture of candour and transparency so staff feel confident in raising concerns. We have applied for dols authorisations for all residents. Staff receive refresher training around safeguarding and best practices. We welcome visits from professionals and families at any time. We have regular chats with our residents so that trusting relationships are formed.</p> <p>We had a concern raised by staff members regarding another staff members professionalism. This was reported to the police, local safeguarding, dbs and SCW. All actions recommended were carried out.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We are in the process of refurbishing the home to ensure it is modern bright and homely. All residents have had their rooms redecorated in line with their preferences. Any adaptations that are required have been fitted. Regular safety checks are carried out.</p>

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)	13
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 3 safeguarding and losh
	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	
<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	
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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	losh and currently undertaking Level 5 health and social care
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
<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
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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?	No
Other 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	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	5
Positive Behaviour Management	7
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Coshh, fire safety, fire marshall, communication, record keeping, develop as a worker
<p>Contractual Arrangements</p>	
No. of permanent staff	10
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)	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.	<p>Morning 8am-3pm/ afternoon 3pm-10pm/ waking nights 10pm-8am, asleep 10pm-8am.</p> <p>Some staff like to work long days which are 8am-10 pm</p> <p>We have 3 staff on shift during the morning and afternoons, 1 awake staff every night and 1 asleep staff every night</p>
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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	8
No. of staff working towards the required/recommended qualification	2

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

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