

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:	Coed Isaf Nursing Home Ltd	
The provider was registered on:	27/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Coed Isaf Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	27/12/2018
	Responsible Individual(s)	Margaret Haydon
	Manager(s)	Paula Evans, Paula Evans
	Maximum number of places	32
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	the home has invested in on line training that all staff have access to. course are allocated to staff on a mandatory basis and occurring to their role within the organisation. the home works closely with the practice development team with the LHB to ensure that training is sufficient to ensure the staff have relevant skills and knowledge to deliver effective individualised patient care
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	the home utilises social media to advertise vacancies and online recruitment is ie Indeed to advertise. the home also has an introduce a colleague programme where existing staff who introduce new members of staff receive a financial awards. the home offers flexible working time shifts, regular supervision and continual professional development support

Service Profile

Service Details

Name of Service	Coed Isaf Nursing Home
Telephone Number	01492583623
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	37
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	998.74
The maximum weekly fee payable during the last financial year?	1140.58

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	3
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The residents have either a next of kin or an advocate. The operation of the service is discussed with the most appropriate identified person related to that specific resident.

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	21
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	Coed Isaf has a large landscape garden which includes various garden benches for residents to sit and enjoy the weather. we have a pergola and a large outside visiting pod, which now that pandemic is over we will be looking for further ways to utilise this to enhance the outdoor experience for residence. The home has recently refurbished our own 'PUB' which resembles a real life working pub where residence where residence can enjoy social activities and engage in appropriate meaningful activities.
Provide details of any other facilities to which the residents have access	The home has shared access to a wheel chair accessible vehicle which allows the residence to enjoy trips out to the local community. A visiting hairdresser attends the home on a weekly basis. A chiropodist attend the home on a 3 monthly basis. the home has regular visitors from the local clergy to ensure the religious needs are being met. the home enjoys regular visits from cats and dogs which the residents really appreciate. the home hosts regular music events and karaoke sessions where the residents can reminisce.

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.

Coed Isaf strives to ensure that all residents are treated with dignity and respect and that they have personalised individual care plans and assessments. Where possible the service involves the resident, as well as the resident's relatives, friends, and advocates in the decision-making process. Sadly, the residents lack capacity to make their own safe choices, therefore, decisions are made for individuals ensuring that their best interests are met.

The service liaises closely with members of the multi-disciplinary team to ensure there is a holistic approach to the care planning process.

The home has a quality assurance questionnaire that relatives are asked to complete, and information gathered can be used to make improvements if required.

Fresh food is prepared daily and a choice of menu is offered each mealtime. The home makes every effort to ensure any special dietary requirements are met including issues relating to culture or religion.

The service also provides an activity programme which the residents are encouraged to join in with, as well as their visitors. The residents have regular reviews by appropriate health professionals and our team operate with a Duty of Candour.

The home has put in place a 12-month training plan for all staff members. The home has invested in an electronic training provider to ensure staff receive all mandatory and required training. Coed Isaf Nursing home has an excellent working relationship with the monitoring team at CCBC in which a recent monitoring visit was very positive. The home completes regular governance audits to ensure safety.

A complaints log is in place to record all complaints and ensure appropriate action is taken

All accidents/incidents are analysed to look for trends/patterns and reduce the risk of future occurrences .

All staff receive regular individual/group supervision. Regular staff meetings take place to ensure the whole team are focused on the direction the home is wishing to take. We have senior carers, this gives care staff more leadership, and improves the quality of care given to the residents. A staff satisfaction questionnaire is being issued to all staff and the results will be analysed, a report will be formulated and reviewed to ensure that the management team act on the data received. Management attends the monthly care home conference call with CCBC to ensure the home is fully aware and working to the latest guidance.

<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>Prior to admission to Coed Isaf staff visit the potential resident either at home or in hospital.</p> <p>There has previously been an involvement with either a CPN (Community Psychiatric Nurse) a Social Worker or both, before we are contacted. They have usually formulated a care needs assessment for us to look at, and from this we can ascertain if Coed Isaf would be a suitable placement.</p> <p>Once the placement has been made and the resident is with us we undertake an individualized suite of risk assessments and care plans, which aim to ensure that all activities of daily living are supported. These are reviewed monthly or sooner if necessary, and the changes shared with relatives and any health professionals as needed.</p> <p>The nursing team work closely with local GP practices, older people's mental health services</p> <p>Some of the residents can tell us whether they are happy or not. If they are not able to express this verbally, then the staff, through knowledge and experience, are usually able to identify other clues to tell us what the residents are likely feeling. Each resident has their own way of displaying their mood and it can be difficult at times to interpret their behaviour.</p> <p>Sharing information from the relatives and advocates of the residents is a valuable tool we can use to inform us if the residents are happy or not.</p> <p>The service liaises closely with members of the multi-disciplinary team to ensure a holistic approach.</p> <p>Community providers come into the home, Some residents have their own community dentist and have been assisted with attendance.</p> <p>The appropriate referrals are made to these professionals whenever necessary.</p> <p>The service has close communication with CPNs and social workers and will report any safeguarding incidents as they occur.</p> <p>The home has a compliments folder which contains various cards and notes from relatives expressing their gratitude and appreciation of the care received at Coed Isaf. The home has introduced a new Quality Assurance questionnaire for visiting professionals and relatives. This information will be reviewed and analysed to make any relevant improvements. The home has a complaints procedure which is adhered to and regularly evaluated.</p> <p>We also complete regular audits that ensure the health and well-being of people who reside at Coed Isaf is kept to the fore. When a resident is deemed to lack the capacity to make an informed decision in relation to a restriction, a DOLS application is submitted.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home has a Whistleblowing policy, and staff are actively encouraged to report any suspected abuse to the management, the RI or the person in charge of the shift at the time. The service endeavours to protect all residents from abuse and neglect. If we suspect any abuse or neglect, then this will be reported to safeguarding at the earliest opportunity. The residents next of kin is also informed.</p> <p>The home actively recruits staff in a safe manner which includes an enhanced DBS and two written references, one from their last employer. All staff have annual level 2 Vulnerable Adult Safeguarding training to ensure they are up to date with the latest requirements relating to safeguarding. Regular supervision takes place for all staff where they are encouraged and supported to raise any concerns they may have about the service.</p> <p>Monthly audits are maintained that aim to keep the home and residents safe and reduce the likelihood of harm occurring to them. Staffing levels and skill mix are regularly reviewed to ensure safety, and gender is taken into account when developing the rotas. When we have clients who require a higher level of staffing, 1:1, these staff are not included in the daily numbers.</p> <p>Safeguarding is a set agenda item for staff meetings and any lessons learnt from</p> <p>Safeguarding issues will be shared with all staff.</p> <p>We feel that the above measures are sufficient to support the home at present.</p> <p>We will continue to work closely with the local safeguarding team to ensure that the home remains a safe and protected place for our residents.</p> <p>Carers have to apply to social care Wales and register in order to work in the sector.</p> <p>Staff have mandatory online safeguarding training to complete, as well as face to face training opportunities.</p>

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

The home undertakes monthly audits to ensure the environment within the home is a safe place for our residents to reside. The gardens are set to mostly raised beds with seating around them, to enable residents to partake in some light gardening if they so desire. The home has recently had a raft of new Central Heating Boilers fitted in an outside area, as opposed to the basement where they were housed previously. We have the use of a wheelchair accessible vehicle for outings, which are arranged by our Activities Co-ordinator. Her team also plan events for occasions, most bank holidays have a "party" feel to them where the home is dressed accordingly. We have bilingual signage on most doors and our residents' relatives are encouraged to bring in photographs, pictures and nick-nacks for their bedrooms. The home continues to reinvest in redecorating, providing and upgrading bedroom furniture as well as new profiling beds and mattresses.

All staff have training in dignity and respect and all healthcare assistants employed by the home are registered with Social Care Wales.

The home will continue to ensure that all staff receive the latest evidence-based training that will equip them with the skill and the knowledge to deliver the highest possible standard of individualised care.

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)	34
--	----

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	1
	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.	management and supervision tissue viability diabetes anaphylaxis falls management continence management
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	1
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	1
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	diabetes management tissue viability anaphylaxis and life training fire marshal 1st aid basic life support falls management
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	0
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?	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	40
No. of posts vacant	3
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	51
Health & Safety	51
Equality, Diversity & Human Rights	51

Infection, prevention & control	51
Manual Handling	51
Safeguarding	51
Medicine management	11
Dementia	51
Positive Behaviour Management	0
Food Hygiene	51
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The staff are also require to undertake face to face practical sessions for moving and handling. Fire Prevention Basic life support is also a criteria
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	26
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	26
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)	7
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	29
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.	days 8am - 8pm nights 8pm - 8am early 8am - 2pm late 2pm - 8pm twilight 4pm -10pm the home as at 31st March has 5 residents with 1:1 care over a 7 day day period this totals 70 12hrs s hifts covered by agency staff. the home also does utilise non 1:1 agency staff but this is at an ad-hoc basis and we do not have any block bookings or long term contracts
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	23
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	tissue viability continence management falls management anaphylaxis diabetes stoma care catheter care syringe driver care oral care management and supervision

Contractual Arrangements

No. of permanent staff	8
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)	6
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 8am - 8pm early shift 8am 3pm late shift 2pm - 8pm night shift 8pm - 8am
---	---

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?	No
---	----

Domestic staff

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts	
No. of staff in post	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
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)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
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>	

Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
<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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	0
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Handyman Driver. Overall maintenance of the building and equipment therein, engaging outside engineers when necessary to maintain service delivery. Facilitating outpatients appointments, delivering and collecting from Doctors surgeries, chemists etc.
Filled and vacant posts	
No. of staff in post	3

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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
<p>Contractual Arrangements</p>	
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
<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)	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	2
No. of staff working toward required/recommended qualification	0