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:	Cwm Gelli Care Limited
The provider was registered on:	01/10/2020
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Cwmgelli Lodge Ltd

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	01/10/2020
Responsible Individual(s)	Matthew Reade
Manager(s)	Wendy White
Maximum number of places	26
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	Fieldbay has a dedicated L+D Team of which one is dedicated to CGL. All new CGL staff get a 4-day induction prior to starting. Manual Handling (MH) and Positive Behavioural Support/Positive Behavioural Management (PBS/PBM) is also included in induction, refresher and follow up in CGL. An e-learning suite is complete on induction and refreshed annually. The L+D Manager contributes to the weekly Senior Manager Team (SMT) and monthly training meeting (including RIs) to discuss CGLs training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Fieldbay has a dedicated People and Culture (P+C) team one of which is dedicated to CGL. All new CGL staff are interviewed and do a trial shift. This is followed by a 4-day induction and a 24-week induction period with an 'induction' booklet of learning outcomes and supervisions. There is a weekly review of staffing in CGL with CGL's Managers +the P+C team. P+C undertake 'Hear for You' sessions for staff to create relationships and understand any problems that staff may be having.

Service Profile

Service Details

Name of Service	Cwmgelli Lodge Ltd

Telephone Number	01495232500
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?	31

Fees Charged

The minimum weekly fee payable during the last financial year?	1677.38
The maximum weekly fee payable during the last financial year?	5829.50

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual Survey, regular RI visits, regular outside agencies visits and internal SMT visits to the service all consult the people that reside in CGL during visits. Feedback from LHB and contract monitoring teams from social services.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	26
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Patio and beautiful garden areas to the ground floor also veranda on first floor. Various seating areas to the ground floor outside spaces
Provide details of any other facilities to which the residents have access	'The Elite Club' socialising venue on site.

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	People in CGL can feel their voices are heard. The named nurses will seek their views about their satisfaction with care in monthly support plan reviews. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/thought. Advocates are welcome in CGL as they provide a valuable way of hearing peoples voices who cannot speak for themselves. The people who live with us are offered the chance to take part in regular service user meetings. Also, individual's activities are reviewed with them. The people in CGL are offered the chance to take part in an annual user satisfaction survey. The people who live with us are encouraged to take part in hobbies or activities that are meaningful and enjoyable, and we will support them to continue with this. We have an activities team, physiotherapists, and occupational therapists as well as drivers and vehicles on site to support. There are opportunities to utilise the Hydropool in one of our other services and service users are encouraged to participate in a range of activities and outings. Personal choice and preferences are always taken into account People choose the areas where they would prefer to spend their day while in the service. CGLs activities staff liaise with the people who live with us to personalise activity plans that are stimulating and meaningful to the person.
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.	People in CGL can feel they are supported to maintain their ongoing physical and mental health and overall well-being. The nurses in CGL are a mix of Adult, mental Health and Learning disability nurses. They are supported by a team of Physiotherapists, Occupational Therapists, Speech and language therapists, sports therapists. An activities team in CGL support individuals to improve their wellbeing. CGLs activities staff work with the people who live with us to personalise activity plans that are stimulating and meaningful to the person. Where the person lacks the capacity to tell us their preferences, we will seek the advice of their family to find what the service user would have felt/thought about their health and well-being. The people in CGL are offered the chance to take part in an annual user satisfaction survey. The people who live with us are encouraged to take part in hobbies or activities that are meaningful and enjoyable, and we will support them to continue with this. We have an activities team, physiotherapists, and occupational therapists as well as drivers and vehicles on site to support this'
The extent to which people feel safe and protected from abuse and neglect.	People in CGL can feel safe from abuse and neglect. Our Annual survey does indicate that people feel safe living in CGL. All CGL staff receive training in Safeguarding Adults in induction as a face-to-face session and e-learning in their first six months probation. After this they refresh the e-learning annually. The CGL RI and Manager has received higher levels of safeguarding training thorough external training providers. Any incident that may relate to concerns around safeguarding are also recorded on a Notification of Events form, or 'NoE.' If the NoE form is graded 'Major' (according to a set of criteria designed to highlight potential concerns) all members of the Senior Management Team receive an email notification of the event. All others are reviewed every Monday in the SMT meeting for follow up. Any ongoing safeguarding issues are discussed by the relevant Responsible individual in the SMT meeting. Safeguarding concerns are responded to by different members of the team, including clinical staff, People and Culture and Management. This ensures a proportionate response to the concern. Any safeguarding incidents of abuse or neglect will be immediately reported to the safeguarding team.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	CGL considers supporting someone with their well-being and personal outcomes is the quality of their accommodation. CGL's (RI) visits the site at least monthly, and formally does a quality visit (REG 73) incorporating a walk around once each quarter. The RI walks around each unit, the outside of each unit and the grounds of CGL. In these visits the RI will talk to staff and listen to their views and suggestions. The inside walk around looks at things like cleanliness, tidiness, odour, light, wear and tear, safety, standard of decoration, evidence of co-production and evidence of personalisation. People in CGL have access to an outside area. The RI will again assess these areas and check the cleanliness, tidiness, wear and tear, safety. These areas provide individuals an outside area though will as necessary retain some degree of safety and security. Like any individual's garden the garden itself can develop its own identity which is lovely to see especially in the summer months. Every individual who lives in CGL has the right to personalise their own private space. Named nurses and key workers will liaise with individuals as part of the therapeutic work encourage and assist them to decorate their own personal spaces. Individually the satisfaction with a person's accommodation can be discussed in reviews of support plans with key workers. Service user meetings where satisfaction with their accommodation can be discussed with service users. If the person lacks capacity to do this we work with their family and friends to personalise spaces

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)	68

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 Training Wound 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 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	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 training wound 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 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?	Yes

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	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	10

Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training wound care

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
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.	0745-2000 1945-0800 1 HCP by day and night on average

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0

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	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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training wound care

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07.45-2000 1945-0800 2 nurses by day and 1 by night

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

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	33
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	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	0
Dementia	33
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training wound care

Contractual Arrangements

No. of permanent staff	29
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)	7
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	4

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.	0800-2000 2000-0800 With 7 carers per day 5 carers at night

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	8

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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH and Fire training

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	5
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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire training COSHH

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	1
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)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	5
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.	Activities coordinator x2 Maintenance men x2 Administrator x2

Filled and vacant posts

No. of staff in post	6
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	4
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire 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)	6
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	6
No. of staff working toward required/recommended qualification	0