

# 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:	Gelli Aur Care LTD	
The provider was registered on:	06/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gelli Aur Care LTD	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	06/09/2018
	Responsible Individual(s)	Hefyn Davies
	Manager(s)	Sian Thomas
	Maximum number of places	6
	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 an inhouse trainer who carries out the All Wales Induction Framework for new staff. He also carries out all mandatory training and service bespoke training for all staff. Staff are signed up to complete the Health & Social care diploma at an appropriate level after completing the Induction period. All information is kept on a training matrix which then identifies training needs and these are put on the staff rota to ensure all staff are kept up to date with their training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a robust recruitment system in place to ensure the suitability of staff to the service. All staff are expected to complete an application form and attend an interview. They are asked to produce 2 references including last employer. A DBS check is carried out prior to the offer of employment. Certificates are required for any previous qualifications gained. We offer staff regular supervision sessions and also Wellbeing meetings as needed. This ensures that staff are given support.

## Service Profile

### Service Details

Name of Service	Gelli Aur Care LTD
Telephone Number	01994484773
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	No other languages are used within our service.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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### Fees Charged

The minimum weekly fee payable during the last financial year?	2099
The maximum weekly fee payable during the last financial year?	4094

### 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?	Individuals are invited to a 1to1 meeting with their key worker on a monthly basis to discuss the support they receive. They are also invited to complete a half yearly survey on the quality of support given. A bi yearly survey is also sent to relatives and friends inviting them to give their opinion of the support the Individuals receive. All individuals are free to request a meeting with the manager at any time to discuss their care and support. The RI also has discussions with Individuals on a monthly basis. Support plans are updated with the Individuals where they are able to ask for the support they want and these are available for all staff to work from to ensure the support given is the Individuals choice.

### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	We have extensive grounds which our Individuals have access to. Individuals have access to a patio area and garden space with a polytunnel Greenhouse and outdoor planting space where they are able to grow plants of their choosing.
Provide details of any other facilities to which the residents have access	Within the grounds we have a Summer house a Hot Tub and a swimming pool which are well utilised by the Individuals. There is also a Games room, Activity room and Gym.

### 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.

Before entering the service people have an individualised assessment relating to their choice of the way their care is managed. All people have an opportunity to choose how their rooms are decorated and encouraged to bring personal possessions to ensure that it has a homely feel. All care provided is person centred with the person and their relatives having an input. Gelli Aur Care ensure that their voice is heard. A personalised plan is then produced with the person to ensure their needs are fully met and risk assessments and a management plan run alongside to ensure the wellbeing and safety of the person within the first seven days of entering the service. This can be evidenced through personal plans signed by the person communication file and questionnaires for people and their relatives. The personal plans are available for staff to access, and staff attend workshops on individual people, daily communication memo and when the plan is updated. All people are given the opportunity to develop their interests and hobbies and the staff are very keen to offer their support. Several staff have hobbies that they share with people using the service. This is evidenced in people's activity files. Relatives and others attended various events including birthday parties and theme nights.

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 are encouraged to access healthcare support to include GP visits, hospital appointments, dental and optician appointments. Staff have a good relationship with individuals and are able to identify if there is a problem which is reported and acted upon promptly. People are encouraged to take part in meetings with outside agencies and are fully supported by staff if needed but are able to maintain their independence if they wish to access services on their own depending on individual capability. We strive to work in collaboration with all outside agencies. There has been valuable feedback from outside agencies such as social workers who have commented on the personal plans and the way the service supports individuals. The majority of staff have now been trained to administer various drugs through injections and this has been approved by the Health Board. This now ensures that an Individual can have the support he needs from onsite staff. All Individuals are encouraged to keep track of their own medical appointments and are well supported with this. Workshops are now up and running and staff find these beneficial.

The extent to which people feel safe and protected from abuse and neglect.

We have a robust Safeguarding Policy in place. There is information for staff and people to access the link to the [www.safeguarding.wales](http://www.safeguarding.wales). All Individuals and their families are aware of this. All individuals are supported on a 1:1 basis by staff. Staff receive induction training and follow the All Wales induction Framework so they have knowledge to enable them to identify signs of a abuse or neglect. Staff are also encouraged to report to management any concerns they have. Management has an open-door policy to enable staff to talk to them about any issues. Staff receive regular supervision and are able to discuss any concerns with their line manager. People using the service are also encouraged to voice their concerns with staff or management. All staff have now had Parnova training which will give them the skills to diffuse any conflict in a safe manner thus protecting Individuals and staff from harm.

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

We offer a bespoke service so before admission to the service people are consulted and offered the chance to choose the colour of their room. They are encouraged to bring personal items and to arrange their rooms to their personal choice. All rooms meet the needs of the individual focused on their individual requirements. All rooms have on suite facilities which contribute to people's privacy and dignity. The home has a maintenance schedule however we have been building a lodge to offer accommodation for 2 people which has obviously caused disruption within the grounds. Risk assessments have been devised to ensure the safety of people. Part of the grounds have been allocated to individuals to develop their skills and this in turn will support their wellbeing. We work closely with Avensure and have regular meetings regarding Health & Safety and have a named H&S officer who maintains the records and carries out regular site inspections. Individuals have been encouraged to maintain their garden areas with the support of staff and to utilise all the facilities on offer.

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)	25
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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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0

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 Management training, Pmva training. Diabetic and Insulin training, Growth Hormone training
<b>Contractual Arrangements</b>	
No. of permanent staff	1
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	supervision training. Effective management training , PMVA training, Diabetes and Insulin training, Growth Hormone training.
Contractual Arrangements	
No. of permanent staff	1
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)	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
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Bespoke training on Individuals using the service. P MVA training. Supervision training. Diabetes and insulin training. Growth Hormone training.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	18
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22

Safeguarding	22
Medicine management	22
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA, Insulin and diabetes training, Growth Hormone Training.
<b>Contractual Arrangements</b>	
No. of permanent staff	18
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	6 am -2pm 8am -4am 2pm-10pm 10pm-6am 10pm-7am
<b>Staff Qualifications</b>	
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	17
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?	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer. To maintain the buildings and grounds to a high standard. To carry out work as specified in the maintenance book in a timely manner.

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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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	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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0