

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:	Glasallt Fawr - Camphill Centre	
The provider was registered on:	27/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glasallt Fawr Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	27/11/2018
	Responsible Individual(s)	Andrea Jenner-Bennett
	Manager(s)	Sian Gale, Birgit Walter, Sian Davies
	Maximum number of places	29
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have a training matrix that is kept updated by the training coordinator. This tracks and ensures all staff are up to date with mandatory and specialist training. Training is discussed and highlighted in individual supervision and all staff are encouraged to talk with their manager at any time around training needs.
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 very thorough and robust recruitment policy. Managers oversee the recruitment process for their house from shortlisting to interviewing. We have introduced a finders fee, if a person is successful following their application, the staff member who recommended them could receive up to £500.00. For retention we have introduced an enhanced over time rate and health cash plans.

Service Profile

Service Details

Name of Service	Glasallt Fawr Care Home
Telephone Number	01550776200
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?	28
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Fees Charged

The minimum weekly fee payable during the last financial year?	894.08
The maximum weekly fee payable during the last financial year?	2090.20

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During residents annual reviews. Residents meetings and annual quality questionnaire. Reg. 76

Service Environment

How many bedrooms at the service are single rooms?	29
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?	0
How many communal lounges at the service?	6
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	90 acre farm which includes garden areas, individual allotments, orchards
Provide details of any other facilities to which the residents have access	Arts & Craft Centre which includes a weavery. Community centre which has a seating and eating area and a large main hall.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Widget

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>Individual annual reviews take place. During these the resident is encouraged to make their choices known and where possible to discuss different areas of their care and support. During these reviews workshops and activities are discussed and residents are asked if they are happy with their current timetable, would they like any changes made and if there is anything they would like to do/add. Family members and others involved in the person's care and support are invited to attend reviews. All residents have a named keyworker.</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>All residents are registered with the local GP surgery, opticians and dentist. We also work with our local CTLD where we can access services, psychiatry, SALT and behavioral, if required. Residents have access to arrange of different activities, farming, gardening, arts & crafts, weaving and volunteering, all of which help with their development. A variety of social activities, cinema, shopping, local pub and cafes, walks, swimming and the gym all of which help with their well-being.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through a thorough recruitment process, employment and police checks and training, residents can feel safe. Personalised care plans and risk assessments are in place to ensure individual needs are met. Residents are encouraged to inform staff if they are unhappy, scared or worried about anything. This is done using their chosen form of communication. When supporting residents, staff are very vigilant for any changes in behaviour that could be due to abuse or neglect. Any concerns raised by residents, staff or family member are taken seriously and will be investigated and dealt with promptly and appropriately. When accessing the wider community residents are supported by staff at all times.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All residents have their own bedrooms, which they can personalise choosing colour schemes, furniture etc. Residents play a part in how we use the communal areas; e.g. kitchen tables may be rearranged to suit all residents' communication needs. Staff do not enter rooms without knocking and making themselves known, and where able the resident gives permission. When carrying out assessments on prospective new residents, a big part of this is the compatibility with residents already living in the house. Constantly re-assess residents to ensure their needs are being met in their current home and they are happy. This is also discussed during annual care reviews. Residents are supported to access the wider community, shopping, theatre, cinema restaurants etc. Work experience with local businesses is available for those that wish to attend. Registered with local GP surgery, dentist and opticians. Health & Safety:- we work with an independent H&S consultant who visits and completes audits, this includes fire. Also completes H&S and fire risk assessments, available for help, support and guidance if and when required.</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) 64

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	3
	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	2
	Equality, Diversity & Human Rights	3
	Infection, prevention & control	2
	Manual Handling	1
	Safeguarding	3
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	3
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	One manager completed a leadership and management course. Autism refresher Fire Safety Raising Concerns & whistleblowing MCA & DoLS	
Contractual Arrangements		
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	
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)	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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
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	4
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	3
Manual Handling	0
Safeguarding	3
Medicine management	1
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Learning Disabilities GDPR MCA & DoLS
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)	3
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 to be registered with Social Care Wales as a Service Manager	4
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?	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
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	51
No. of posts vacant	8
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	9
Health & Safety	14
Equality, Diversity & Human Rights	5
Infection, prevention & control	10
Manual Handling	2
Safeguarding	28
Medicine management	7
Dementia	0
Positive Behaviour Management	24
Food Hygiene	16

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Learning Disabilities MCA & DoLS GDPR
Contractual Arrangements	
No. of permanent staff	45
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	31
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	1
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.	7.30am -9.00pm - 10 8.00am - 10.00pm - 5 Sleep nights - 10.00pm - 7.30am - 6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	28
No. of staff working towards the required/recommended qualification	8
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 - to oversee and carry out all maintenance and H&S work as and when required Chief Executive Deputy Chief Executive/Finance Finance Assistant Admin assistant Tutors
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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism

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	8