

# 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:	GLASSLIGHTS LIMITED	
The provider was registered on:	08/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Nant Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	08/11/2018
	Responsible Individual(s)	Ayesha Ahmad
	Manager(s)	Teresa Ahmad
	Maximum number of places	61
	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	All staff have supervision regarding training and professional development. Ty Nant works with ACT Training Cardiff, Who trains the staff in Health & Social Care QCF Level 2/3/5 . Regarding on-line training, we use an external training provider called E-Cert training which all staff must complete. We also employ JLW training services for all mandatory training throughout the year which all employee must keep update which is recorded on they training matrix
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We already employ 120 staff throughout the home and we always try and be family friendly to retain our staff. we currently have 15 banked staff on our books.we work with all staff regarding improving they're professional development.

## Service Profile

### Service Details

Name of Service	Ty Nant Care Home
Telephone Number	01639851852
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh signs throughout the home, We provide our statement of purpose and brochures in welsh and english.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	61
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Fees Charged

The minimum weekly fee payable during the last financial year?	792
The maximum weekly fee payable during the last financial year?	801

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?	We hand out to all new resident a service user guide, We also have regular residents meeting to keep them informed of whats happening in the home. Our activity co-ordinator produces a monthly newsletter which is also given to all resident and we leave copies in our foyer for any relatives that would like a copy. We do annual questionnaire's and surveys to keep improving the home.

Service Environment

How many bedrooms at the service are single rooms?	61
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	61
How many bathrooms have assisted bathing facilities?	13
How many communal lounges at the service?	8
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	We have beautifully maintained gardens set against a backdrop of picturesque mountains, which offer a lovely view and a sheltered, safe place to sit and laze away summer days. Our in-house committee Friends of Ty-Nant have funded a sensory garden that the residents enjoy maintaining, a welcome addition to the ground, thanks to the kind generosity of our relatives.
Provide details of any other facilities to which the residents have access	As part of our commitment to provide a high standard of care and comfort, and to replicate the experience of a trip to the Hairdresser, a modern purpose built hairdressing salon has been included in the Home. The hairdresser is available weekly, at a very competitive cost or alternatively arrangements can be made for you to visit a local hairdresser if you wish of you could ask your regular hairdresser to visit the Home and use our facilities

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	No
British Sign Language (BSL)	No
Other	Yes

List 'Other' forms of non-verbal communication used

Eye contact ,Facial expressions The face is an important communicator. Gestures, Lip reading. simple signs, makaton, reader pens

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.

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.

We ensure that multiple spaces are available for our residents to contribute to and exercise their agency in their care and support. We are aware that residents will have varying degrees of communication ability and may require alternative forms of communication. All our residents are assigned key workers who discuss with the residents about their care needs and support and continue to assess any ongoing changes to their care plan. We have one-to-one conversations from our staff team including catering and occupational therapy to ensure we account for individual preferences. There are formal complaints procedures. Given our strong continuity of staff and the community orientated infrastructure in the Care Home, our staff often identify those residents who may be struggling or have concerns and initiate conversations to try to help with the situation. On all of these platforms, I consider that our residents have voices that are received, heard, and respected.

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.

Our Care Home has received an exemplary inspection report that has confirmed our high standards of care provision for our residents. We are focused on providing care to our residents with in the Care Home as much as possible and thus we monitor closely our residents clinical condition including their mental health and anticipate needs at an early stage. This helps to initiate relevant decisions in advance with our residents or relatives, as appropriate, as well as with external health professionals to prevent unnecessary hospital admissions. We operate within a holistic paradigm of care and our approaches to overall care and wellbeing which include nutrition, recreation, and community as well as orientation to current festivals and occasions play a vital role in all aspects of our residents health.

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

We have a zero tolerance policy against abuse and neglect. The Care Home staff work within a team and the provision of trust to our residents is of paramount importance. There are strict procedures in place for raising any concerns. There are shared values and ethos within the Care Home over the well-being, dignity, and protection of all our residents and this aids with identifying and raising any concerns. Our Care Home is purposely designed in a secure building and all residents are within close proximity to staff members. We also carefully assess on an ongoing basis any changing needs of our residents to ensure that any potential risks related to clinical conditions are managed. Our residents are safe and protected and this is reflected in their experiences of the Care Home as their home.

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

The Care Home is purposely designed to accommodate for the needs of the populations we serve. We are responsive to changing needs of our resident population and provide a multi-disciplinary team approach such as occupational health as part of the overall care structure. We are mindful of maintaining our residents abilities and understanding their preferences about what is important to each of our residents in terms of their goals and fulfilling their personal ability as a mode of enacting dignity.

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) 71

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 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. Wound Management, First Aid, Verification of Death, Syringe Driver

Contractual Arrangements

No. of permanent staff 1

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) 1

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	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?	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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety & Emergency Provisions, Diet & Nutrition, Promoting Dignity & Compassion in Care Death, Dying & Bereavement Improving Outcomes in People with Dementia
Contractual Arrangements	
No. of permanent staff	1
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)	1
No. of part-time staff (17-34 hours per week)	1
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>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	72
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	14
Health & Safety	72
Equality, Diversity & Human Rights	0
Infection, prevention & control	57
Manual Handling	72
Safeguarding	72
Medicine management	21
Dementia	57
Positive Behaviour Management	0
Food Hygiene	72
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Diabetes, Promoting Dignity & Compassion in Care, Safety of People & Premises, Fire Safety & Emergency Provisions
<b>Contractual Arrangements</b>	
No. of permanent staff	72
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
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)	25

No. of part-time staff (17-34 hours per week)	32
No. of part-time staff (16 hours or under per week)	15
<p>Typical shift patterns in operation for employed staff</p>	
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.	Mornings Nights 7:30am - 2:00pm 8:30pm - 7:30am Afternoon 2:00pm - 7:30pm 26 Care Staff on Morning / Afternoon and six at nights
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	60
No. of staff working towards the required/recommended qualification	12
<p>Registered nurses</p>	
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	14
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	14
Equality, Diversity & Human Rights	0
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	1
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound management, Syringe Driving, catheter training,
<p>Contractual Arrangements</p>	
No. of permanent staff	14
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)	5
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.	Mornings Nights 7:30am - 2:00pm 8:30pm - 7:30am Afternoon 2:00pm - 7:30pm Three nurse on days and two at nights
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
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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	11
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	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
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	11
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)	3
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	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	1
Health & Safety	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diet & Nutrition, Diabetes, Food First
<p>Contractual Arrangements</p>	
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)	4
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	3
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.	Admin / Finance Record keeping , Booking Keeping, Filing , Fees, Wages , residents contracts.  Gardener Maintianing the outside areas Maintenance. carry out repairs, day to day up keep of the home
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	4
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	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
<div style="border: 1px solid green; padding: 2px;"> <b>Staff Qualifications</b> </div>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0