

# 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:	Gower Lodge (Swansea) Limited	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Seren	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Gavin Davies
	Manager(s)	Melanie Heaher
	Maximum number of places	8
	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	Identifying needs by: Legislative/policy requirements, Monitoring legislative changes/policy and procedural changes, Responding to training deficits/concerns raised, Responding to Service Manager & Managing Director / RI requests, Meeting needs of new people transitioning into a service Planning: Using the existing e-learning modules on LMS, Using the repertoire of face-to-face delivery sessions; development of courses. Meeting: Suitable arrangements of sessions, keeping up to date records, reviewing
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Increased pay rates, Enhanced DBS paid, Revised elements of our induction, Revised recruitment and compliance process to reduce time to onboard, Engaged with stakeholders to improve attraction, support hybrid working, Developed recruitment material; Introduced employee engagement survey/action plans, feedback; engagement calendar, sharing positive feedback, open about change initiatives. Secondments to develop skills/intellectual capacity. ESG, clear pay scales. Career Maps, Enhanced EAP

## Service Profile

### Service Details

Name of Service	Ty Seren
Telephone Number	01792343134
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

## 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?	3594.45
The maximum weekly fee payable during the last financial year?	9269.79

### 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?	house meetings, quality 6 monthly questionnaires, reg 73 visits, keyworker meetings

### Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	garden areas, including swing.
Provide details of any other facilities to which the residents have access	Community access to the local area

### 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 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.

Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.

We achieve this by:

- Developing Individual personal plans which we call positive behaviour support plans and risk assessments.
- Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.
- Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.
- Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

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.

Supporting individual's attendance at regular health checks and health screening

Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.

Liaising and working with various health practitioners as required.

Ensuring that all medicines brought into the home are managed according to the company policy.

Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.

Discussing of health concerns and appointments with appropriate representatives.

Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration

Be involved in activities, hobbies or individual interests

We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.

All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.

Access education, learning and development opportunities

Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including

- Personal care
- Meal preparation
- Medication administration
- Domestic skills
- Gardening

Have control over everyday life and where relevant participation in work

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

**Be Safe**

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	33
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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

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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSH, mental health first aid

#### 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

Deputy service manager

Does your service structure include roles of this type?	No
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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?	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	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	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
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
<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)	0
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.

Typical shift patterns  
4 days one week, 3 days the next on 12.5hr shifts  
monday, tuesday and a saturday and sunday one week  
then a wednesday, thursday and friday the week af  
ter

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

3

No. of staff working towards the required/recommended qualification

0

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?

No