

# 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:	Grayson Enterprises Ltd	
The provider was registered on:	21/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llys Gwyn Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/12/2018
	Responsible Individual(s)	Swarnlata Swarnlata Bansal
	Manager(s)	Sharanjit kaur
	Maximum number of places	31
	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 undertake the required training. Training is provided on site and on e-learning platform. All training needs are discussed by supervisions and appraisals and recorded on the training matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment has been through online advertising websites, recommendations by staff and telephone enquiries.

## Service Profile

### Service Details

Name of Service	Llys Gwyn Residential Home
Telephone Number	01656743666
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

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	691
The maximum weekly fee payable during the last financial year?	760

#### 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?	Phone calls Emails Networking

#### Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Garden Space Patio Space
Provide details of any other facilities to which the residents have access	Opticians Chiropodist Dentist

#### 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

#### 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>Llys Gwyn has effective governance including assurances, auditing systems and processes. This assess, monitor and drives in the quality and safety of the services that are provided, including the quality of the experience for those using the service. This process also mitigates any risk relating to health and safety and welfare.</p> <p>We continually drive for improvement and learn from experience by gaining a debrief from accidents or incidents and given best practice guidance, audits, staff reflections.</p> <p>Everyone is encouraged to voice their opinion or choices by meetings or discussed in private with a one to one or supervisions. This gives the opportunity to express how they want to be cared for during a person centred review.</p> <p>Care plans reflect what support outcomes a individual would like and what is achievable with staff support. any changes are documented and agreed upon with the individual and next of kin.</p> <p>Care plans are updated monthly or sooner if needed depending on change of circumstances. Full review of the care plan is always offered.</p> <p>There is a proactive approach to development and training which is relevant to those the staff care and support.</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>People's experience of health and wellbeing is one where every one is treated with dignity, respect, compassion and kindness and which recognises and addresses individual physical, psychological, social, cultural, language and spiritual needs.</p> <p>Each person is supported to access services that are available to them to support their ongoing health and wellbeing. People are able to access advice so they can make choices about their care and lifestyle. Confidentiality, modesty, personal space and privacy are respected.</p> <p>Staff can identify what information is needed and how they would report and record any concerns.</p> <p>There are clear protocols for giving each person medication, staff are aware of the step by step process of supporting individuals, this is in line with the homes policies and procedures. People are able to access optical services, hospital services, chiropody services, all information is shared under the confidentiality agreement. There are records for all professional visits, which include GP, Chiropody, dentist and optician, the outcome of each visit is evident in the care plans and further action if any is actioned.</p> <p>People are encouraged to grow in confidence and self esteem. People are given opportunities to make choices and contribute to their daily lives, they are given the opportunity to make choices and decisions that form part of their daily routines, to promote independence and control.</p> <p>All staff have had training relating to all topics to enable them to support people with a range of needs, supervisions and appraisals are evident in staff personal files and are up to date. Staff are encouraged to further themselves and attend internal mandatory and external courses of choice.</p> <p>People live in a home which is clean, safe and well maintained. People have personalised their rooms with ornaments and photographs. The communal areas are light; comfortable and airy. There were well maintained gardens where people could spend time.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff feel they are suitably equipped to keep themselves and the people who use the service safe. Staff feel they have had adequate training in order to carry out their roles effectively.</p> <p>People feel they are protected as far as possible from avoidable harm, disease and injury. There is a clear procedure within the home. Notifications to families, CIW and Safeguarding are reported as required.</p> <p>Staff have a clear understanding of whistle-blowing from a safe guarding perspective, staff can outline precisely how they would handle a whistle-blowing scenario. Safeguarding incidents are dealt with promptly, recorded and reported to the safeguarding team. All family members are contacted and informed of any changes, accidents or referrals. All incidents are documented and reviewed regularly.</p> <p>People can be assured that the safeguarding procedures provided in the home is focused on providing a safe and happy environment for people.</p> <p>Safe guarding training is up to date and staff are always making sure that no abuse takes place in the home, and report as soon as.</p> <p>The home has the complaints procedure displayed in the hallway by the entrance for all to see. A copy of the statement of purpose is readily available by the main entrance to pick up. All families will also receive a copy.</p>

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

The environment is tailored to the needs of the people who utilise the service. Furniture and fittings are of a good standard. All areas are free from odour, and are a good temperature. The communal areas are clean and tidy. The décor of the home such as wallpaper, paint, curtains and furnishings are well maintained and in good order, the areas that needed upgrading are being completed regularly by maintenance staff. Bathrooms are clean and tidy and in a good state of repair. Shower/bath/rooms are available according to peoples preferences and needs. Hoists and adaptive equipment are available when needed and servicing is up-to-date. The kitchen is clean and hygienic and rated a level 5 grading by the Environmental Health Department in June 2022. Staff have received health and safety training, manual handling training to ensure they are fully knowledgeable and are able to conduct tasks in a safe and effective way. All staff adhere to PHW guidelines in relation to infection control. Staff are sensitive to peoples conversations and are able to uphold confidentiality, privacy and dignity. People felt that staff respect their choices and wishes. Weekly and monthly audits are undertaken. These include equipment, inclusive of wheelchairs, beds and water temperature. All COSHH materials are stored correctly.

People can be assured that the accommodation, environment and health and safety is well maintained. People can also have confidence in the staff who care for them, the staff have a clear knowledge about peoples needs, choices and wishes, each person is respected and treated with autonomy, privacy and 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)	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
	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.	First Aid Fire Training Basic food Hygiene C.O.S.S.H End of Life DOLS Hand Hygiene Challenging Behaviour HACCP

#### 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?	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	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	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.	First Aid Fire Training C.O.S.S.H End of Life DOLS Hand Hygiene Challenging Behaviour HACCP
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
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	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Training COSSH HACCP Challenging Behaviour Hand Hygiene
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<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.	Day shift - 7.45am -9pm - 1 senior Night Shift - 8.45pm -8am - 1 senior
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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?	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	11
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	11
Health & Safety	11
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Training COSSH HACCP Hand Hygiene
<b>Contractual Arrangements</b>	
No. of permanent staff	11
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)	0
No. of part-time staff (17-34 hours per week)	11



No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	8am -9pm(DAY) - 3 Care Assistant 9pm-8am - (NIGHT) 2 Care Assistant
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	6
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	6
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Training COSSH Hand Hygiene
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification	6
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	0
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire training COSSH Hand Hygiene
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)	1

No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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.	<p>1) Maintenance (2): To carry out day to day maintenance on the fabric of the building, its services and grounds in order to ensure that the Care Home is maintained in a safe and efficient functional order.</p> <p>2) Activities Co-ordinator (1) :To plan and implement activities appropriate to Clients' needs and requests. To assist Home Manager to organise fundraising events.</p> <p>3)Administration (1):To be responsible for the smooth running of the administration of the Care Home.</p>
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	4
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Training Hand Hygiene
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0

No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0