

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:	Gwernllwyn Leisure Limited	
The provider was registered on:	07/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gwernllwyn Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/11/2018
	Responsible Individual(s)	Trudy Williams
	Manager(s)	Julie Edwards
	Maximum number of places	42
	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	Staff receive an in-house induction and are supported to complete the All Wales Induction Framework. Staff have an individual training record and are provided with a blended approach to training needs. Training is delivered through a combination of taught sessions and live webinars which include the mandatory areas of learning. Training is also embedding into practice and performance is monitored via competence assessments, observations and one to one discussion in supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use a combination of methods for recruitment which include social media, word of mouth, our website, local job sites and job boards in and around the area. We use values-based recruitment augmented by ongoing support for workers via mentoring, supervision, and appraisal. We have also started research into obtaining an overseas sponsorship licence to expand our team.

Service Profile

Service Details

Name of Service	Gwernllwyn Care Home
Telephone Number	01269 845214
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	53
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Fees Charged

The minimum weekly fee payable during the last financial year?	775
The maximum weekly fee payable during the last financial year?	980

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?	<p>The Responsible Individual has put in place arrangements to enable feedback on all aspects of service provision and to ensure that these arrangements are accessible to, and inclusive to all stakeholders. These arrangements comprise the following;</p> <ul style="list-style-type: none"> Quarterly surveys of the views of the above stakeholders on the quality of service provision Monthly meetings conducted by the Registered Manager with individuals who are receiving care and support. Quarterly meetings conducted by the Registered Manager with representatives of individuals who are receiving care and support Monthly meetings conducted by the Registered Manager with staff employed at the service. The visits undertaken by the Responsible Individual at least once every 3 months. We have developed a new website, circulate letters, use social media platforms and hold open days.

Service Environment

How many bedrooms at the service are single rooms?	42
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	42
How many bathrooms have assisted bathing facilities?	4
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	<p>The outside spaces have been designed and arranged to enable it to be accessed by all of the individuals we support, this includes level accessed walkways, ramps, handrails and good lighting. Gwernllwyn Care Home has the following outside space which can be accessed by individuals:</p> <ul style="list-style-type: none"> • Patio area to the front of the home which is edged by flower beds and well furnished with seating and tables along with a large parasol which is in situ during the summer months • Rear garden with raised flower beds • Tarmacked outside area to the side of the home with seating and a large flower bed

Provide details of any other facilities to which the residents have access

Gwernllwyn Care Home has 2 communal areas; 1 on each floor. The ground floor communal area consists of a dining area and three sitting areas and a coffee bar area. The first-floor communal area consists of a kitchenette area, activities area, dining room, lounge and a quiet area. There is an additional seating area by the bay window overlooking the external patio. Gwernllwyn Care Home is equipped with 4 communal bathrooms; two on each floor. Specialist Gainsborough baths fitted in each of the bathrooms which are accessible to individuals who do not transfer independently. Each shower is equipped with a fixed shower chair offering support to individuals who may experience difficulty.

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>Statement of Purpose – Our Statement of Purpose (available to everybody), details the arrangements for people to have their voices heard and have choices about the care they receive, these include assessment, involvement in the personal plan development and ongoing reviews, engagement and quality assurance.</p> <p>Assessment and personal planning - People are involved in the personal planning process unless there is a valid recorded reason (lack of mental capacity, they do not wish to be involved or it would be detrimental to their wellbeing). Everybody is supported to have a voice and we do this by assessing their communication needs and providing information in a way which meets their assessed need. If people are unable to be involved, then their voice is heard by someone acting lawfully on their behalf for example, LPA for health and welfare. If there is no representative, a referral is made for advocacy support. In the last financial year, we supported 53 people in our service, of these:</p> <ul style="list-style-type: none"> · 24 were able to participate in the personal planning process, · 27 were represented by someone acting lawfully on their behalf, · 2 were represented by an advocate. <p>Care, Opportunities and support - We continually assess people's needs and preferences and work with people and their representatives (where applicable) to establish what matters to them. This allows us to develop outcomes which we use to measure the success of the service we provide. Each person we supported in the last financial year had/have outcome focussed personal plans which they contributed to where appropriate.</p> <p>Engagement and Quality Assurance – We request feedback and engage with people who use our service along with their representatives via surveys, conversations and meetings. People's opinion on our service is encouraged and we consult with them about how the service is run and our future planning. We carry out formal surveys every 6 months. These surveys are used to complete the Quality of Care review. The RI undertakes 3 monthly visits to the service, this includes speaking to people who use the service about their views. The visits are recorded and reports are written which form part of our continuous improvement plan. The results from our most recent survey for the question; 'People are fully involved in decisions about current and future care' returned the response of 89% of people rating this as 'good' or 'outstanding'.</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>In order to ensure that people are happy and supported to maintain their ongoing health, development and overall wellbeing, we use a combination of personal plan reviews, engagement and quality assurance.</p> <p>Personal plan reviews – Each person we supported during the last financial year had a minimum of one review of their personal plan every 3 months. These reviews focussed on whether we met their needs and preferences, managed risks associated with their care and support and the extent to which we met their outcomes. When the reviews identified areas where needs, preferences or outcomes were not met or risks were not managed a revision of the personal plan was undertaken and the relevant changes made. Our most recent survey showed that 94% of people rated our service as good or outstanding for the following question – 'People's care, treatment and support are set out in writing, and this tells staff what is needed to support them best'.</p> <p>Engagement and Quality Assurance– our most recent survey of the views of the people who use our service and /or their (as appropriate) showed that 89% of people agreed that 'Staff treated people with dignity and respect. They spend time with people and care about their wellbeing'. The same survey data shows that 94% of people agreed that 'People are encouraged to express their views and say that they feel listened to, valued and respected.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We support people to feel safe and protected from abuse by making our safeguarding policy and procedures available to them in an accessible format. Our personal plans also identify the risks associated with providing care and support to meet people's individual needs. Everyone who used our service in the last financial year has/had risk assessments as part of their personal plan.</p> <p>Our most recent survey showed that 61% scored 'outstanding' for the following question- 'if people have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time' and a further 33% scored 'good'. 100% of people in the recent survey selected 'good' or 'outstanding' for the following - People feel protected from being bullied, harassed, harmed or abuse.</p>

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

Our most recent survey asked people and/or their representatives (as appropriate) to provide their opinion on the following. The survey data results evidence that 89% of people agreed that individuals are involved with decisions about their care and the same percentage agreed that they could select the sex of support worker delivering their care. 95% of people agreed and scored 'outstanding' or 'good' to the question; 'People are asked to give consent to their care, treatment and support in a way they understand' of those, 67% selected 'outstanding'. 89% of people agreed that 'Staff know about health needs and personal wishes and people are given as much choice and control as possible'.

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) 4

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	0
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	0
	Medicine management	1
Dementia	1	
Positive Behaviour Management	0	

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid RISCA compliance
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
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
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.	

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 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
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
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	7
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	6
Equality, Diversity & Human Rights	7

Infection, prevention & control	7
Manual Handling	7
Safeguarding	5
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
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)	7
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.	The staff team at Gwernllwyn Care Home consists of smaller teams. At times of full capacity and during the morning and afternoon shift there are 6 members of staff on each team; 3 on each floor. During the night time there are 4 members of staff on duty, one senior support worker and 3 support workers. During the night, 2 staff are allocated the first floor and 2 staff members support individuals on the ground floor. Each staff team is headed by a senior support worker and we aim to have a medication trained member of staff on each team in order that the senior support worker is assisted with the duties of administering medication and will usually work on the floor opposite to the senior support worker. The remaining staff will be distributed between the ground and first floor and at the discretion of the senior support worker who may need to take into consideration incidents or emergencies. Staffing levels may be increased if there are particular or increased needs. The level of dependency is calculated by using the Barthel index tool. Care staff work on a rota system which ensures that the home is staffed by the appropriate number and skill mix throughout the day and night, including weekends and public holidays. We compile a rota which consists of Week 1 and week 2 which works on a rolling pattern. Team members are attached to a shift time - 7am-3pm, 3pm-11pm or 11pm-8am.
Staff Qualifications	
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	1
Other 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	28
No. of posts vacant	5
<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	15
Health & Safety	12
Equality, Diversity & Human Rights	11
Infection, prevention & control	22
Manual Handling	28
Safeguarding	17
Medicine management	5
Dementia	26
Positive Behaviour Management	26
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	24
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	4
<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)	22
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	

<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.</p>	<p>The staff team at Gwernllwyn Care Home consists of smaller teams. At times of full capacity and during the morning and afternoon shift there are 6 members of staff on each team; 3 on each floor. During the night time there is 4 members of staff on duty, one senior support worker and 3 support workers. During the night, 2 staff are allocated the first floor and 2 staff members support individuals on the ground floor. Each staff team is headed by a senior support worker and we aim to have a medication trained member of staff on each team in order that the senior support worker is assisted with the duties of administering medication and will usually work on the floor opposite to the senior support worker. The remaining staff will be distributed between the ground and first floor and at the discretion of the senior support worker who may need to take into consideration incidents or emergencies. Staffing levels may be increased if there are particular or increased needs. The level of dependency is calculated by using the Barthel index tool. Care staff work on a rota system which ensures that the home is staffed by the appropriate number and skill mix throughout the day and night, including weekends and public holidays. We compile a rota which consists of Week 1 and week 2 which works on a rolling pattern. Team members are attached to a shift time - 7am-3pm, 3pm-11pm or 11pm-8am.</p>
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Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	7

Domestic 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	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	5
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2

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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0
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	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	2
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
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)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
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.	Administrator - responsible for supporting the smooth running of the home. Duties include using computer software, preparing, organising and storing information in paper and digital form, managing queries via telephone and email, greeting visitors at reception, scheduling meetings, taking meeting minutes, updating computer records, preparing letters, liaising with staff, suppliers and contractors and maintaining office systems.
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
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
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0