

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:	Hafod y Green Rehabilitation and Nursing Centre	
The provider was registered on:	23/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hafod y Green Rehabilitation and Nursing Centre	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	23/07/2018
	Responsible Individual(s)	David Wynne
	Manager(s)	Elin Kellett
	Maximum number of places	34
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We identify the training needs of staff through supervision, and monitoring and appraisals. We also employ a in-house training co-ordinator who has the responsibility of planning both mandatory training and additional training courses. A training matrix is updated to reflect when training has been completed and to assist in flagging up when refresher courses are required. The service also utilise both Local Authority and Local Health board external training courses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our policies and procedures are based on the safe recruitment and selection of staff focusing on the protection and safeguarding of individuals. We follow statutory guidance by way of detailed application forms, interviews, written references, DBS, NMC and SCW checks are made against the registers to satisfy suitability prior to offering a job offer letter. Retention is focused on training, equality, and inclusion of all employed which enables staff to feel they are a valued member of the team.

Service Profile

Service Details

Name of Service	Hafod y Green Rehabilitation and Nursing Centre
Telephone Number	01745730555
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	46
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Fees Charged

The minimum weekly fee payable during the last financial year?	950.00
The maximum weekly fee payable during the last financial year?	1650.00

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?	People who use the service take part in formal committee meetings and reviews to best identify and consult with individuals on operational matters. The service also engage in daily informal discussions with people who use the service, their families and friends. Notices and information boards are updated daily to provide information on events and activities. Electronic mail is/was used to inform families for example any restrictions or changes to the guidelines on visiting due to Covid-19.

Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Set in approximately 2 acres of grounds there is a craft centre, pottery workshop, greenhouse, croquette lawn and separate quiet garden area with gazebo and seating overlooking the views and horse paddock.
Provide details of any other facilities to which the residents have access	There is a family meeting room/lounge which allows residents and their families to meet and have visits in private. Internally, there is a conservatory, activities room with computers, 3D printers, arts and crafts, multi-sensory room, hair salon and a physiotherapy room.

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	Yes

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.

The service engages with individuals in planned meetings and reviews, in this way individuals have the freedom to express their opinions and make individual choices about the care and support they receive. It also allows individuals to have input into their care plan, and to participate in reviews to ensure that individual plans are person centered. Preferences are followed, for example choice of male/female staff to attend to their needs, dietary choices, religious beliefs and where possible chosen language.

In addition, the service operate an open door policy with access to the responsible individual, service manager and key staff on a daily basis to discuss ongoing needs.

Individuals also participate in regular activities meetings with the activity staff to plan for future activities and events within the service and the wider community which allows for new opportunities to be explored and made available. This allows for individuals to continue to pursue their hobbies and interests either as a group or individually.

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.

Individuals have access to a GP of their choice which allows people who use the service to discuss concerns and have input in to their ongoing health needs and overall wellbeing. Appointments are in private, however should the individual feel happier a member of staff can accompany the individual. Ongoing assessments with the individual, the multi-disciplinary team, and associated healthcare professionals ensure any health needs are being supported and any new developments are addressed. Independence is promoted by enabling people who use the service to attend health care appointments unaccompanied, or if preferred accompanied by a member of staff of their choice.

Participation by the individual in ongoing healthcare assessments ensures that people play an active role in their overall wellbeing and feel they are being adequately supported to meet their goals.

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

The service ensures that a robust system of recruitment and safeguarding is in place and that staff have received the necessary training in line with our policies and procedures and the Wales Safeguarding Procedures. The service carries out the mandatory DBS and pre-employment checks prior to employment to ensure staff are suitable for the post. Staff are trained to identify signs of abuse and neglect and a whistleblowing and open-door policy is in place to report any concerns at the earliest opportunity.

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

Prior to admission the individual and/or their family are given a copy of the Statement of Purpose and details about the service and accommodation. A pre-admission assessment is carried out to ensure that the service is able to meet and support the needs of the individual. Should a placement be offered to the individual a pre-admission visit is planned to allow the individual and or their family the opportunity to view the service and to discuss and ask questions about the service. Pre-admission visits also allow individual to view personal space, communal areas, and the activities on offer, to meet staff and to engage with people who use the service to get a first-hand feel as to the suitability of the accommodation. The service prepares activity programmes which are person centered to allow individuals to pursue hobbies and interests that may have become neglected or abandoned and to achieve personal outcomes and goals, with achievements shared and celebrated. If required a DoL's authorisation is sought for those who lack capacity to ensure we are able to support the individual in a less constrictive way.

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) 72

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
	<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	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	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act Six Steps Falls Awareness Covid Webinar RISCA Compliance for Managers & RI CPD Revalidation	
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act GDPR Awareness
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
Other supervisory 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	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	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 Mental Capacity First Aid GDPR
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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care 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	51
No. of posts vacant	6

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	16
Health & Safety	51
Equality, Diversity & Human Rights	0
Infection, prevention & control	51
Manual Handling	51
Safeguarding	51
Medicine management	46
Dementia	43
Positive Behaviour Management	46
Food Hygiene	9

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act & DOLS Pressure ulcer prevention Person Centred Care part 1 & 2 Nutrition & Well-being Death dying & bereavement Supervision in the care home Role of the care worker Bedside Rails awareness Effective communication part 1 & 2 GDPR and confidentiality Personal Care tasks V2 Epilepsy Training Huntington's Awareness Diabetes Awareness Palliative Care, Peg Feed Care Management, Moving & Handling Train the Trainer = 2 Restraint First Aid CPR. Cough assist guidance Wheelchair awareness training
Contractual Arrangements	
No. of permanent staff	51
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	9
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)	41
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8am - 8pm = 17 Night shift 8pm - 8am = 8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	37
No. of staff working towards the required/recommended qualification	14
Registered nurses	
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	6
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	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Fire Safety CPD Revalidation Pressure Ulcer Prevention Nutrition and Wellbeing Death dying & Bereavment PEG feed & Care Management ANTT Anaphylaxis Falls awareness Catheter care Diabetes awareness GDPE awareness Syringe driver training First Aid

Contractual Arrangements

No. of permanent staff	6
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)	6
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.	Day shift 7.45am - 8pm 1staff Night shift 7.45pm - 8am 1staff
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Senior social care workers providing direct care

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	1
<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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Mental Capacity Act & DOLS Person Centred Care part 1 & 2 Nutrition & Well-being Death dying & bereavement Supervision in the care home Role of the care worker Bedside Rails awareness Effective communication part 1 & 2 GDPR and confidentiality Personal Care tasks V2 Epilepsy Training Huntington's Awareness Palliative Care, Restraint First Aid CPR. Wheelchair awareness training
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
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.	8.30am - 5pm =1 staff

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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?	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	5
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	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
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.	Fire Safety
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
<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)	4
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	5
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	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Nutrition & Wellbeing Thickener training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3

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.	Maintenance person: To carry out repairs, routine maintenance, and safety inspections and checks. To co-ordinate with out side contractors as required. Office Administrator: To carry out general office duties as required.
Filled and vacant posts	
No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	Fire safety
Contractual Arrangements	
No. of permanent staff	2
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)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

