

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: | Hyland Residential Home Ltd | |
| The provider was registered on: | 27/11/2018 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Hyland Residential Home Ltd | |
| | Service Type | Care Home Service |
| | Type of Care | Adults Without Nursing |
| | Approval Date | 27/11/2018 |
| | Responsible Individual(s) | David Davies |
| | Manager(s) | David Davies |
| | Maximum number of places | 5 |
| | Service Conditions | There are no conditions associated to this service |

Training and Workforce Planning

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|--|---|
| 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 | I keep an up to date training matrix that is auto updated whenever it's opened so I can easily see how long staff have until their training is due again. I check this matrix regularly. I checked this yesterday and the next training course needed by a staff member is 7 weeks away so I have set a reminder for 5 weeks away to remind that staff member and check the matrix again for the next courses that will be due. This is checked at all staff reviews also. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | 2 new staff members were recruited June/July last year. Staff have been kept above minimum wage but I have just been able to increase the income so that I can offer the staff a bit more per hour again as I value them greatly and want to make sure I can keep hold of them. I am hoping to start looking again soon for another part time staff member. |

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Hyland Residential Home Ltd |
| Telephone Number | 01248858338 |
| 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 | All residents are English speaking but most of the staff speak Welsh should we get a Welsh speaking resident in the future. |

Service Provision

People Supported

| | |
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| How many people in total did the service provide care and support to during the last financial year? | 3 |
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Fees Charged

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| The minimum weekly fee payable during the last financial year? | 895 |
| The maximum weekly fee payable during the last financial year? | 1325 |

Complaints

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| 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? | ~I have carried out a quality assurance questionnaire and report |

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 5 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 3 |
| How many bathrooms have assisted bathing facilities? | 1 |
| 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 | There is a large decking area with amazing views across Snowdonia Mountain range with some grass and chickens. There is a large garden below this and a section is set aside for the residents to grow vegetables. The rest of the garden is covered in mature shrubs and a lawn. |
| Provide details of any other facilities to which the residents have access | The residents have access to local facilities like swimming, horse riding and there are plenty of local places of outstanding natural beauty the residents like to go walking in. The residents have access to 3 smart TVs in the communal spaces as well as their own smart TV's. They also have access to Apple TV workouts which they like to do with staff support. |

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>The residents had a residents meeting every Saturday morning and are encouraged to plan their week ahead and supported to make shopping lists for the things they need for the week ahead. The residents are regularly invited to go through their care plans so they can make changes if they wish. We encourage an open relationship and the residents have known the majority of staff for many years and find it easy to talk openly about most of their choices.</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>The residents have their blood pressure taken and their weight, plus and blood oxygen ever Saturday morning. They attend all annual reviews and appointments at the Drs options etc. The residents also have regular check ups with the psychiatrist to keep an eye on their mental health situations. residents are encouraged and supported to take part in regular suitable exercise to staff fit and healthy.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>The residents feel safe as they have known most of the staff for a very long time, 2 staff members live on site so are here more or less 24/7 so they know they are safe at all times. The house is locked up each evening and staff go round checking all the residents windows are either closed or on a latch so they are secure. The residents see their family members regularly and trust one and other so have plenty of opportunity to report if they feel at all abused or neglected in any way at all.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>residents are not only encouraged to meet any personal goals they are also encouraged to go beyond what they may feel they are able to do so they can feel confident in their abilities. We like to always have a holiday in planning or booked to look forwards to as a group.</p> |

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) 3

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.

| | | |
|-------------------|--|------------|
| <p>Staff Type</p> | <p>Service Manager</p> | |
| | <p>Does your service structure include roles of this type?</p> | <p>Yes</p> |
| | <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 | 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 | 0 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | challenging behaviour activities and exercise |
| <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>Deputy service manager</p> | |
| Does your service structure include roles of this type? | No |
| <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? | No |
| 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> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 3 |
| No. of posts vacant | 3 |
| <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 | 3 |
| Health & Safety | 3 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 3 |
| Manual Handling | 3 |
| Safeguarding | 3 |
| Medicine management | 3 |
| Dementia | 3 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| <p>Contractual Arrangements</p> | |
| 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 | 1 |
| <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) | 2 |
| No. of part-time staff (17-34 hours per week) | 0 |

| | |
|--|----|
| No. of part-time staff (16 hours or under per week) | 0 |
| <div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div> | |
| No. of staff who have the required qualification | 1 |
| No. of staff working toward required/recommended qualification | 0 |
| 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 |