

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:	Maes-y-felin Care Home	
The provider was registered on:	07/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Maes-y-felin Care Home LTD	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/06/2018
	Responsible Individual(s)	Nalini Parmar
	Manager(s)	Nalini Parmar
	Maximum number of places	19
	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	Through our supervisions and Managers assessments. We provide equal opportunity to engage in appropriate level of support and training needs are met. We review work load, performance and professional development. Discuss with individuals about their strengths and achievements as well as concerns and gap in knowledge or skills. Agreeing, reviewing and evaluating goals and action plans. New staff go through Induction and are supervised until they can demonstrate acceptable levels of competence.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Identify gaps and review staffing levels, skill mix and working patterns within the team. Job descriptions are updated to reflect an addition or alteration of the role. An advert for the role is produced. Invitation to interview, and follow the interview process. Also conducted remote interviews during the pandemic. We have a standardised approach to ensure that a fair and equal recruitment process is followed. Application forms, Interview invite, interview pack, reference request.

Service Profile

Service Details

Name of Service	Maes-y-felin Care Home LTD
Telephone Number	01570480766
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	Both languages are regarded as equal importance. Aim to function bilingual to the best of our ability. We recognise the culture and linguistic.

Service Provision

People Supported

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

23

Fees Charged

The minimum weekly fee payable during the last financial year?

800.00

The maximum weekly fee payable during the last financial year?

850.00

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?

Social Media, posters, Ipad, Events, Communication cards, Email and telephone.
For emergencies communication of information to individuals about potential, disruptive incident, e.g. Covid 19 outbreak, is made by the team. To ensure information provided will not cause undue concern or alarm. Communications systems are in place to communicate to individuals and their families, to provide both reassurance and keep every one informed of the progress of events. Local procedures are in place for contacting family members in the event of an emergency.

Service Environment

How many bedrooms at the service are single rooms?

19

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

0

How many bathrooms have assisted bathing facilities?

3

How many communal lounges at the service?

3

How many dining rooms at the service?

2

Provide details of any outside space to which the residents have access

Maesyfelin is located in Drefach Llanybydder a detached property . Has a front garden with seating, has an outdoor living space courtyard, which is paved and has a gazebo with potted plants and box planting. Its lovely space to have tea, enjoy the surroundings and relax.
There is a paved area at the back of the building where there are perennials planted and a seated area. There is green space at the rear of the property which have lovely trees and and beautiful view of the hills.

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

We have a piano which is used at least three times a week by a Resident.
There is lovely open space with plenty of light where we have tea parties.
All therapies are conducted in the individuals 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	No
British Sign Language (BSL)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

We feel its important to build good relationships and creating bonds with residents and relatives. Getting to know the person and what matters to them. Spending time with them and having a holistic approach is a major influence in providing person centred care. Through our key workers and team they had the knowledge and training to always make people feel their voices are heard and responded too. Through daily chats, review personal care plans, complaints, and regularly co-ordinating person centred care, assessing and care planning is important in ensuring residents an relatives remain at thee centre and that rights, choices and dignity are supported through out the service. We are available at all times being visible and compassionate. Promoting good care and support and instilling a positive, approachable and professionalism.

We have compliments from relatives throughout the year which are summarised and passed on to the team. Recent compliment from a relative " Love the smells coming out of the kitchen, the food looks so good, Mum really enjoy her food thank you"

Another relative said " I always feel welcomed and thank you for all you do for my Mum"

We do performance quality assessments and find residents are given time, respected and team were compassionate. Team gave good coordinating care and support, personalised and recognise and develop residents abilities so they can be more independent and fulfilling life.

One resident came to us as he was quite unwell during the winter and felt he needed support. He soon became stronger, working well with his walking frame, enjoyed the company, took interest in local events, team took him to his appointments, and started doing his hobbies. His goal was to return home, we aimed for him to become independent. He had a trial at home with support and now living at his home. Team were able to see things from the resident's perspective and worked with the resident and identified small changes which can make a difference.

"I am so glad I made the decision to move here, I have made good friends and the staff are very good and I enjoy my chats with them."

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.

We have a clear line of accountability, and responsibility and delegation between the residents and responsible individual and the manager.

We have systems in place to provide a service to support the residents to achieve their personal outcomes.

We gather information in relation to quality standards and assist the team to understand how the care we provide can enrich the resident's lives and help to meet their choices and best outcome for their well-being.

For examples: Outcome of engagement with people through the use of questionnaires, surveys and review.

Keeping and maintaining accurate records, including compliments, near misses and incidents.

Recording outcomes of any actions to improve the service.

Record how the residents use the service have been listened to and any changes to the care as a result.

Record residents forum and outcomes.

Monitoring staffing levels, staff satisfaction levels, rota issues, quality training, contracts, professional registration.

We review outcomes in relation to tracking, investigating and monitor events such as safeguarding incidents and complaints.

Our bedrooms feel like a personal space and residents are encouraged to add their personal touch.

Activities are catered to personal preferences and capabilities.

Two residents enjoy doing domestic tasks folding towels and dusting, team facilitates the activity and it has made the residents feel more like home and normal.

Another resident loves horses and a team member went out of her way and on one of her rides out came with her horse to the back field and it made the resident beam. Quite a few other residents came out and enjoyed the whole experience.

A resident and her family love gardening and asked if they could work on the back rock garden. Both the resident and family continue to enjoy the outside space. The resident regards it as her garden she asked for a bench to be moved to that area, which we gladly did. Have lovely chats about the different plants and how they are progressing.

Team and resident's planned the Coronation tea party and that was a lovely event.

The daily gentle exercises are hit and we all are moving, smiling and enjoying the time together.

One resident plays the piano and she will get us all singing and dancing.

I feel the staff at Maesyfelin go the extra mile to support people to maintain their ongoing health, and their overall well-being.

"My family know I am safe here and have peace of mind Thank you for all you do"

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

Residents at Maesyfelin can be happy and content that they know they are safe and protected from abuse and neglect. All staff adhere to the Statement of Purpose and various policies to provide person centred care. This evidence is seen daily and is seen in the feedback.

Maesyfelin use governance to ensure delivery of a consistently high standard of care and support to individuals.

Ensure that everyone understands what the service is supposed to do.

Ensure everyone understands their role in delivering the service.

Monitor all policies and procedures and how these are implemented.

Review policies and procedures on a regular basis and identify where improvements can be made.

We conduct internal audits.

Share information and encourage staff to raise any concerns.

We allow Continuing Professional Development, staff training and development. Encourage individuals' suggestions.

We are committed to safeguarding and promoting the welfare of individuals. We are committed to the principles of effective safeguarding, adhere to local policy and procedures, as well as the Wales Safeguarding Procedures.

We provide a service in a way which ensures that the residents are safe and are protected from abuse, neglect and improper treatment. We aim to support and empower each adult to make choices, to have control over how they want to live their lives, and to prevent abuse and neglect occurring.

We equip staff in understanding their role and responsibilities relating to safeguarding, such as:

- Recognising risks and safeguarding concerns.
- Acting on those risks and concerns.
- Playing a part in preventing incidents.

to manage the safety and well-being of adults in line with the principles of safeguarding and to identify lessons to be learned from cases where adults have experienced abuse or neglect.

Clear expectations of the responsibilities of Maesyfelin to other stakeholders and individuals. Safeguarding is everyone's business.

We promote and support the well-being of individuals. The types which are described in the statutory guidance accompany the social services and Well-being act.

We promote the well-being of individuals and provide a safe and support environment. We ensure involving individuals and their families and carers, in co-producing and planning their care plan, including shared management of any identified safeguarding risk.

We currently have 2 individuals with DOLS in place and a further 1 application being processed.

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

We seek to enable the residents to exercise as much choice as possible in their lives. Staff are trained that the residents are supported to make their own decisions as far as they are able. Residents are treated with dignity and respect, which is embodied throughout. Residents who lack capacity to make some choices may require Best Interest decision in line with the Mental Capacity Act. We nurture a culture where enablement of choice is a routine and natural practice.

The Resident's knows best.
Residents views, wishes, feelings and beliefs will always be considered.
The main Team focus to be on Residents well-being. All decisions made must take into account all relevant circumstances. Resident to be involved, and balanced with that of any involved family and friends.
Team always work to protect and residents and other people from abuse and neglect.
Any actions taken to support or protect the resident affect their rights and freedom as little as possible.
We promote a culture that abides by these key principles and the staff are supported to understand and develop skills in this area.
Assessment is completed for every new Resident to ensure that their needs can be met.
EG. Start to build up an understanding of the Individual, likes, dislikes and normal routine.
Choices around abilities and wishes for the future.
Ascertain ability to choose and control future Personal Planning and support. Family and others involved in care, as agreed by the Individual.
Individual to be encouraged to think about what they want to achieve in their life.
The team takes time to understand and get to know the Individual, their previous life and past achievements. Eg Go through photograph, talk about holiday times, school, hobbies countries, food and build a rapport and capture information and can also be completed by the individual or their loved ones when necessary.
We ensure that the Individuals are fully involved in any decision that affects their care, including personal decisions such as what to eat, what to wear, what time to go to bed etc.
We value the time spent supporting the Individual with decision making as much as the time spent doing other tasks.
Here some feedback ' My privacy is valued here all the staff always knock on my bedroom door'
" I feel at ease with them even while am having support in the shower'
' I wanted to rearrange my room which the staff did and I found it was better the other way and moved things back to my liking".

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)	12
--	----

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>	
<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	1
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF management, first aid, fire training, Fire warden, Epilepsy, Stroke, Food hygiene, Dementia, Cyber training, Covid -19, Confidentiality, Activities and exercises, Assessing needs, Care planning, Cognitive behavioural therapy, Disaster planning, End of Life, Allergy, Oral health, Nutrition and diet, Supervision and appraisals, Effective communication, Pain management, Pressure care, Risk assessments, Stress management.
<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

Deputy 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>	
<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	1
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 5 QCF, Supervision and appraisal, stroke, Principle of care and confidentiality, person centred care, oral health, needle stick injury, Mental capacity, Computer skills, Covid -19, Epilepsy, Dying, death and bereavement, first aid, CPR, Deprivation of liberty safeguards, Dementia care, Continence care, communicating effectively, Welsh language degree, Care Planning, Activities and exercise. Pressure care.
<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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	8
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning, meaningful activities, Oral care, Pressure care, communication skills, person centred care, Record keeping, QCF level two and three.
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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)	2
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.	Day shift 8.00 am to 9.00pm or 8.00am to 3.00 pm 2.30 pm to 9.00 pm another shift 08.00am to 18.00 Five staff till 3.00 pm then four till 18.00 Three staff on from 18.00 to 21.00. Night shift 21.00 to 08.00 am Two staff There is a team leader at each shift who is responsible and maintaining up to date support plans. Work in partnership with Home manager and deputy manager and other health care professional. Mandatory and personal training and development needs are met.
---	--

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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.

Filled and vacant posts

No. of staff in post	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	8
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral care, CPR training, Choking, Shocks and first aid, pressure care, Level 2 QCF, End of life, record keeping, person centred care.

Contractual Arrangements	
No. of permanent staff	10
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)	5
No. of part-time staff (17-34 hours per week)	5
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 08.00 to 21.00 Day Shift 08.00 to 14.30 Day Shift 08.00 to 18.00 Day Shift 14.30 to 21.00 Night Shift 21.00 to 08.00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	1
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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	1

Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CoSHH, Covid 19, fire training, hand hygiene, Latex allergy,
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)	1
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	2
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	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
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.	COSHH. Food hygiene, HACCP, hand hygiene, eating disorders, fire training, Allergy, nutrition and diet , risk assessment,

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)	1
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	2
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.	Inspect moving and handling equipment and contact the contractor and follow up with certifications and service records. Check fire doors, emergency lights, general repairs or sub contact, maintain grounds and keep tidy. Ensure rock salt is available when we have snow and removal of snow. Test water temperatures.
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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
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;">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)	1
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: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0