

# 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:	Meddyg Care (Criccieth) Ltd	
The provider was registered on:	07/04/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Meddyg Care Dementia Home - Criccieth	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	07/04/2021
	Responsible Individual(s)	Kevin Edwards
	Manager(s)	Christopher Amor
	Maximum number of places	40
	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	Job descriptions are reviewed & evaluated on a regular basis when/if new positions are created or if substantial changes are made to any current positions, to ensure the skills required of the role is understood, which enables us to identify any skills gaps & potential training & development needs. Regular 8 weekly supervisions are conducted with all employees & yearly appraisals to measure & monitor performance to identify development opportunities for all staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	An in depth 2 week induction training program is provided to all staff to ensure they feel confident and competent within their role, with continuous ongoing training thereafter. With regular one to one supervisions and regular analysis, any areas of concern are quickly identified to ensure further training can be provided to help support staff to enable them to gain the required knowledge and skills to ensure they feel confident and happy within their role.

## Service Profile

### Service Details

Name of Service	Meddyg Care Dementia Home - Criccieth
Telephone Number	01766522615
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?	61
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1064.00
The maximum weekly fee payable during the last financial year?	1358.88

### 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?	We regularly engage with families and seek their feedback, by way of face to face discussions, reviews and family surveys. Our families receive our bi-weekly newsletter with events, news and activities from the previous two weeks.

### Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	36
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The Home has a pleasant inner secure courtyard. This is a paved flat area that provides a safe environment for our residents. We have benches and other outdoor seating. There are also planters for our residents to enjoy. Our activities co-ordinator organises regular events for residents on the courtyard which are open to friends, family and people from the local community. Residents play a key part in making things for these events.
Provide details of any other facilities to which the residents have access	The Home also provides facilities for group leisure activities. These include; - <ul style="list-style-type: none"> <li>* TV, movies, radio, music, games, books and magazines</li> <li>* Relaxation &amp; activities in the garden (weather permitting).</li> <li>* Outings, beach walks, shopping, café for tea and cake, garden centre</li> <li>* Outside entertainers also perform at the Home from time to time.</li> </ul>

### 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)	Yes
Other	No

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>People have personal care plans which reflect their needs and preferences. Personal plans give care staff instructions regarding reassuring people if they are displaying anxiety. Care staff give people appropriate choices regarding spending their day, what they want to do and what to eat/drink. People can access a n advocate via Social Services if they require one. People's health is monitored, and GP or health professional's advice sought in a timely manner as required. Instructions from health professionals are carefully documented in personal plans so that care staff can follow any new instructions regarding a person's care. Our clinical computerised system produces graphs concerning things such as falls, and weight/nutrition. Nurses can then assess trends and see if there are health issues which need to be acted upon for people.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>People are encouraged to be sociable if they choose to do so, people can sit with others or in a quiet area if they prefer. There are dedicated activities persons working for the organisation who offer a varied activities calendar for the month. Activities are suitable for people living with dementia. Families are encouraged to join with various activities as able.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are protected from abuse and neglect. Care staff receive training regarding safeguarding vulnerable adults, and are aware of the process to follow should they be concerned. The service works well with the authorities and report any incidents of concern. Notifications to Care Inspectorate Wales (CIW) are appropriate and timely. The service manager is auditing falls rates in the home and the frequency of care-giving checks to ensure a quality service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People live in an environment which is constantly being improved. The home is decorated in a dementia friendly manner. People can access equipment needed for their care. Equipment is regularly tested and serviced for people's safety. People have individual Personal Emergency Evacuation Plans (PEEP), in place to plan for their safe evacuation in event of an emergency. People can be assured their health and safety needs are considered and planned for. People live in a home which is maintained to ensure safe and pleasant surroundings for people. We invest in an ongoing redecoration and maintenance plan for the home. The home has dementia friendly features in the décor and planning of communal spaces. People live in a home which is appropriate for their needs.</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)	57
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<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	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.	Fire Safety RRAILS Diabetes Anaphylaxis Catherization Immunisation Flu 2 Verification of Death ANTT Syringe Driver TVN Phlebotomy Falls Prevention Documentation SCIP Dols Sepsis End of Life Six Steps Delirium Stoma Care QCF Level 4 QCF Level 5 in progress	
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	1
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	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.	Fire Safety RRAILS Diabetes Anaphylaxis Catherization Immunisation Flu 2 Verification of Death ANTT Syringe Driver TVN Phlebotomy Falls Prevention Documentation SCIP Dols Sepsis End of Life Six Steps Delirium Stoma Care QCF Level 4 QCF Level 5 in progress
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**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	1

**Other supervisory staff**

Does your service structure include roles of this type?	No
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**Nursing care staff**

Does your service structure include roles of this type?	No
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**Registered nurses**

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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety RRAILS Diabetes Anaphylaxis Catherization Immunisation Flu 2 Verification of Death ANTT Syringe Driver TVN Phlebotomy Falls Prevention Documentation SCIP Dols Sepsis End of Life Six Steps Delirium Stoma Care QCF Level 4 QCF Level 5 in progress
<p>Contractual Arrangements</p>	
No. of permanent staff	8
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)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day 8am-8pm - 4 Staff (this includes Deputy Manager & Home Manager) Nights 8pm - 8am - 1 Staff

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety TVN Sepsis BLS Catheter and Stoma Care Hydration and Nutrition Falls Awareness Emergency First Aid at Work Mouthcare Dysphagia Essentials In Care Making every contact count Person Centred Care End of Life QCF Level 2 & 3
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	



Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Days 8am - 8pm, 1 Senior Team Leader, 1 Team Leader Nights - 8pm - 8am, 1 Team Leader
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	33
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	45
Health & Safety	45
Equality, Diversity & Human Rights	45
Infection, prevention & control	45
Manual Handling	45
Safeguarding	45
Medicine management	0
Dementia	45
Positive Behaviour Management	45
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety TVN Sepsis BLS Catheter and Stoma Care Hydration and Nutrition Falls Awareness Emergency First Aid at Work Mouthcare Dysphagia Essentials In Care Making every contact count Person Centred Care End of Life QCF Level 2 & 3
<b>Contractual Arrangements</b>	
No. of permanent staff	33
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)	31
No. of part-time staff (17-34 hours per week)	1
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 - 8am - 8pm - 8 Staff Night - 8pm - 8am - 4 Staff Twilight - 8pm - 12am - 1 Staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	4
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	7
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire Safety
Contractual Arrangements	
No. of permanent staff	7
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
<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)	7
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	7
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire Safety Food Allergens Awareness
<p>Contractual Arrangements</p>	
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.	Activities Coordinator Maintenance Technician
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire Safety Working at Heights Ladders and Step ladders Falls Prevention
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