

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:	My Choice Healthcare South Wales Limited	
The provider was registered on:	11/01/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glyncornel Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	07/09/2022
	Responsible Individual(s)	Bethan Evans
	Manager(s)	Jacqueline Richards
	Maximum number of places	16
	Service Conditions	There are no conditions associated to this service
	Springfield Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/01/2021
	Responsible Individual(s)	Bethan Evans
	Manager(s)	Nicola Mullins, Claire Michelle Mair Taylor
	Maximum number of places	6
	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	<ul style="list-style-type: none"> - Staff undertake mandatory training modules, irrespective of skill s/experience. - For broader training, the line-manager discusses this in supervision meetings. They monitor staff performance, so that other development needs can be identified. - Training is planned on an individual and group basis – it's a mix of e-learning modules, in-person and practical sessions. - We access training by LAs and others. - We provide mentorship 'on the job', to develop skills, understanding and confidence.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>To recruit staff, we use various methods of attraction including, In deed.com (website), Facebook, word of mouth, agencies, local job fairs etc. We carry our robust clearance checks on staff offered positions.</p> <p>To retain staff, we provide effective supervision, consistent support and strive to offer added benefits (e.g. long-service awards, health cash plans). We thank staff for their contribution and recognise staff performance and loyalty – recognising that our staff are our greatest resource.</p>

Service Details

Name of Service	Glyncornel Nursing Home
Telephone Number	01443432277
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We employ a few staff who are able to speak Welsh and they use this language to communicate with residents, when appropriate. The RI is a Welsh speaker and communicates in Welsh with others when visiting the Home. We use/say some simple Welsh phrases within the Home and occasionally, staff will sing songs in Welsh with some of the residents.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	21
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Fees Charged

The minimum weekly fee payable during the last financial year?	920.00
The maximum weekly fee payable during the last financial year?	934.00

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?	We acquired this Home in September, 2022. We carried out a full consultation exercise during this year where we consulted with the people who use the service (and their families), about the operation of the service. Consultation was carried out by means of formal questionnaire – with the option for people to speak directly with senior staff should they wish. In addition to this formal (annual) consultation, people who use our service are able to discuss their experiences with the Home Manager at any point and also, with the Responsible Individual (RI) when they visit the Home. When the RI visits the Home to carry out their formal RI visits (Reg 73/Reg 80), they ensure that they speak with people who use the service to understand how they are feeling and to see if there are any concerns or positive feedback.

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	2
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 an outside garden area, accessed through the patio doors in the dining room. Much of this area is paved, as a patio area. This enables residents to sit outside in nicer weather. (There is a larger garden area to the rear, which historically, has not been accessible by residents, as it has become overgrown. Towards the end of this year, we have cleared this land in readiness for re-development in the future).
Provide details of any other facilities to which the residents have access	The residents have access to two communal lounges, a dining area, along with their bedrooms.

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	Yes
List 'Other' forms of non-verbal communication used	Picture Cards

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>We acquired this Home in September, 2022 and the RI conducted a formal Quality of Care Review in January, 2023. As part of these visits, the RI considered whether or not 'people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them'.</p> <p>In speaking with the Staff team about this, the RI was told unequivocally that they always ask residents if they are happy to be supported before they begin to provide any personal care support. Further, they take time to explain to individuals what they are about to do, before providing that support. They said that they feel this is so important, given the highly complex support needs of the majority of residents living within the Home. Staff were able to discuss several examples which highlighted that they are very aware of the personal preferences of people when receiving personal care support; as an example, they explained that some people prefer for their teeth to be cleaned after they have eaten their breakfast whilst others prefer to have their teeth cleaned first.</p> <p>Because many of the residents spend much of their time within their bedrooms, staff explained how important it is that they 'pop back and fore' to see individuals within their room; to check on them but also, just to have a quick chat (which many individuals clearly enjoy).</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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>We acquired this Home in September, 2022 and the RI conducted a formal Quality of Care Review in January, 2023. As part of these visits, the RI considered whether or not 'people are happy and supported to maintain their ongoing health, development and overall wellbeing'.</p> <p>In discussing this with the Manager and the Team, they were able to discuss with the RI the breadth of complex healthcare needs of our residents. They further explained how they ensure that they support people to maintain their health as far as possible. Key to achieving this includes:</p> <ul style="list-style-type: none"> - robust care planning (personal plans) - which is regularly reviewed (given that many residents have fast changing needs) and any changes highlighted and addressed; - regular and consistent risk assessments, which underpin the delivery of care - again, regularly reviewed; - ensuring that staff are aware of the care documentation and have read the detail - so that they can deliver care and support in a way which promotes the health and wellbeing of people; - the importance of this is discussed in individual staff supervision meetings and aspects, within staff meetings; - that staff spend time with individuals, in their bedrooms, chatting with them and therefore enhancing their overall wellbeing. <p>During visits, the RI has frequently witnessed the high quality of care and support that staff provide - and how this directly supports the health and wellbeing of residents. Further, in chatting with residents, they have often described how well supported they are by the staff team.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>We acquired this Home in September, 2022 and the RI conducted a formal Quality of Care Review in January, 2023. As part of these visits, the RI considered whether or not 'people feel safe and protected from abuse and neglect'.</p> <p>Staff are fully trained in Safeguarding and received refresher training at least on an annual basis. This supports them to ensure that individuals are helped to feel safe and protected from abuse or neglect. Within the training provided, staff are supported to understand their role and responsibilities in relation to keeping people safe and free from abuse/neglect and also, to understand what practical steps they should take to ensure appropriate processes are followed.</p> <p>When visiting the Home, it is apparent that staff 'live' their responsibilities in this area, as they continue to protect vulnerable adults within our care.</p> <p>To further embed an appropriate culture around this, the Home Manager will discuss aspects relating to safeguarding during staff supervision meetings and/or staff meetings. This provides an opportunity for staff to seek any clarification and also, to build their confidence so that if there is a need to implement anything, they have the understanding and confidence to do so.</p>

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

At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also spends time within the Home, assessing the environment and speaking informally with all individuals.

We acquired this Home in September, 2022 and the RI conducted a formal Quality of Care Review in January, 2023. As part of these visits, the RI considered whether or not 'live in accommodation that best supports their wellbeing and achievement of their personal outcomes'.

Whilst it is recognised that the Home could benefit from some refurbishment - which is being planned for the next year - the home does facilitate an environment which supports all residents living there.

Residents have their own room (apart from 1 shared room) and these are spacious, light and bright. Residents have personalised their rooms where they have chosen to do so and this enhances the comfort within their own space. Whilst the majority of residents have very complex needs and as such, choose to spend much of their time being supported within their own room, they are able to access a comfortable dining area, which opens up onto a patio area, via large patio doors. Further, there is a large and comfortable lounge area - which although rarely used by many residents, has adequate space for people to sit alone, watching the tv or with their co-residents.

There is a lift within the home, which allows residents to move between ground and first floors.

The outside area is also accessible for those with limited mobility.

Plans are in place to renew and refurbish the Home over the next 12 months - which will allow us to make the most of some of the homely attributes within the home whilst also providing a fresher outlook.

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)	25
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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
	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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managers will also undertake a range of other appropriate training, including resident specific and broader leadership training. This could include fire awareness, emergency evacuation, person centred care delivery etc. Further, the Manager will be supported to develop within their role and be supported by their line-manager to do so.

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?	No
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Other supervisory 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	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.	The Clinical Lead has undertaken a range of other appropriate training, including resident specific training. This has included fire awareness, emergency evacuation etc. Further, Clinical Leads will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager in the running of the Home.
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	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

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	8
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	3
Health & Safety	6
Equality, Diversity & Human Rights	3
Infection, prevention & control	6
Manual Handling	2
Safeguarding	6
Medicine management	2
Dementia	4
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nurses will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. as well as fire awareness and emergency evacuation. Further, Nurses will have access to mentoring on the job, by the Clinical Lead, who will enable them to develop into their role.
<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	2
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)	4
No. of part-time staff (16 hours or under per week)	1
<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.	Typical shift patterns are as follows: Day Shift: 07.00am – 19.00pm. At least 1 member of staff in total; Night Shift: 19.00pm – 07.00am. At least 1 member of staff in total.
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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior Carers will also undertake a range of other appropriate training, including resident specific training. This could also include fire awareness, emergency evacuation, communication skills, mental health, person centred care delivery etc. Further, Senior Carers will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager and Clinical Lead in the running of the Home.
<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	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)	2
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.	Typical shift patterns are as follows: Day Shift: 07.00am – 19.0pm. At least 1 staff member in total; Night Shift: 19.00pm – 07.00am. (Senior Carers do not ordinarily work during a night shift).

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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
<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	19
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	9
Equality, Diversity & Human Rights	7
Infection, prevention & control	14
Manual Handling	5
Safeguarding	14
Medicine management	0
Dementia	8
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social Care Workers will also undertake a range of other appropriate training, including resident specific training. This could include fire awareness, emergency evacuation, communication skills, mental health, person centred care delivery etc. Further, Social Care Workers will have access to mentoring on the job, which will enable them to develop into their role.
Contractual Arrangements	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	10
No. of part-time staff (16 hours or under per week)	7

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.

Typical shift patterns are as follows:
 Day Shift: 07.00am – 19.0pm. At least 4 staff members in total;
 Night Shift: 19.00pm – 07.00am. (at least 1 Social Care Worker will work during a night shift, alongside colleagues).

Staff Qualifications

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

14

No. of staff working towards the required/recommended qualification

5

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

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

0

Health & Safety

3

Equality, Diversity & Human Rights

0

Infection, prevention & control

3

Manual Handling

3

Safeguarding

1

Medicine management

0

Dementia

0

Positive Behaviour Management

0

Food Hygiene

0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Contractual Arrangements

No. of permanent staff

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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
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	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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

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.	Handyman - general maintenance around the Home.
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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Any specific technical training required, related to general maintenance activities.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Springfield Care Home
Telephone Number	01443833600
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	Staff speak a few words of Welsh occasionally and we have the Welsh word of the week. Currently, none of our residents are able to speak Welsh. The RI is a Welsh speaker and is happy to communicate in Welsh with others when appropriate. We are working towards the Welsh Active Offer.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1240.00
The maximum weekly fee payable during the last financial year?	2632.00

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?	<p>We carried out a Quality of Care consultation exercise in April, 2022 where we consulted with the people who use the service and their families, about the operation of the service - as some of individuals supported within this Home do not have the capacity to respond to this objectively; i.e. without direct support from staff. Consultation was carried out by means of a formal questionnaire – with the option for people to speak directly with senior staff should they wish. A Report was developed, providing key outcomes from the feedback.</p> <p>In addition to this formal (annual) consultation, people who use our service are able to discuss their experiences with the Home Manager at any point and also, with the Responsible Individual (RI) when they visit the Home. When the RI visits the Home to carry out their formal RI visits (Reg 73/Reg 80), they ensure that they speak with people who use the service to understand how they are feeling and to see if there are any concerns or positive feedback.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
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?	1
Provide details of any outside space to which the residents have access	Springfield is set within its own gated land and is surrounded on three sides by a large garden area. This area is full of mature trees and a clear driveway - leading to a car park area. In the garden at the back of the Home, there are two patio areas (both are accessible by wheelchairs), equipped with tables, chairs and umbrellas. At the front of the Home, there is a clean tarmac area, with both a few steps and/or a ramp providing easy access to the front door.
Provide details of any other facilities to which the residents have access	Within the Home, we have a separate communal room which has been developed into a sensory room this year. This provided added choice for individuals should they want to spend some time alone or in smaller groups.

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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in June and December, 2022. As part of this visit, the RI considered whether or not 'people feel their voices are heard, they have choice about their care and support and opportunities are made available to them'.</p> <p>In visiting the Home it becomes immediately apparent that Staff are focussed on listening to the needs and wants of people that they support. The RI, during many visits, has directly witnessed staff asking people supported what they would like to do, where they would like to go, how they would like to be supported etc. Some people supported within the Home are able to communicate their preferences whilst others are not able to do so verbally. However, because of the knowledge that staff have amassed about individuals supported and the experience they have gained from getting to know them, they are able to understand preferences by reading cues and subtle responses.</p> <p>As an example, one resident is supported by staff to go out for a meal once each week. On these occasions, they choose which staff member they would like to accompany them, where they would like to go etc. Further, they have discussed this with the RI and explained that they like to have different staff accompany them each week, for 'a change'. Staff let him know which staff are on shift that day, and he chooses from the 3 staff available. Further, and as risks have reduced in relation to COVID-19, people regularly choose where they would like to go; most of them enjoying a very active and varied social life. People are able to choose their preferences on an individual basis and as such, it is clear from visiting the Home that staff support people to access a diverse range of activities.</p> <p>This approach truly brings to life the ethos of person centred care and residents thrive as a result of this.</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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in June and December, 2022. As part of this visit, the RI considered whether or not 'people are supported to maintain their ongoing health, development and overall wellbeing'.</p> <p>Because some of the residents within the Home are unable to convey how they are feeling clearly; i.e. through verbal communication, it is imperative that staff are able to use their knowledge of individuals so as to monitor and identify any subtle changes in behaviour. Staff are committed to supporting people to maximise their health and wellbeing and this can be seen whenever you visit the Home. As an example, at the beginning of this last year, one person decided that they would like staff to support them to lose some weight. To facilitate this, staff have consistently asked them what types of foods they would like to eat and also, have continued to make healthy and tasty meals specifically for them. This has proved to be very successful and as a result of this, this person has succeeded in losing a noticeable amount of weight during this last year. Staff always congratulate them on their success and also, make sure that they are able to enjoy some 'treats' during the week.</p> <p>As another example, the RI has seen how staff responded when one resident 'appeared under the weather' although nothing obvious was apparent. To ensure that this person was supported appropriately, they contacted their GP and supported them to be seen by health professionals so as to receive the necessary support.</p> <p>A further example is how staff persevere to support one resident with their oral healthcare; which although necessary, is not easy for this individual. However, staff have maintained a supportive yet resilient approach, which has worked well.</p> <p>All staff strive to do all that they can to support people to maintain good health and general wellbeing - both from a practical, physical and emotional perspective.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in June and December, 2022. As part of these visits, the RI considered whether or not 'people feel safe and protected from abuse and neglect'.</p> <p>Staff are fully trained in Safeguarding and received refresher training at least on an annual basis. This supports them to ensure that individuals are helped to feel safe and protected from abuse or neglect. Within the training provided, staff are supported to understand their role and responsibilities in relation to keeping people safe and free from abuse/neglect and also, to understand what practical steps they should take to ensure appropriate processes are followed.</p> <p>When visiting the Home, it is apparent that staff 'live' their responsibilities in this area, as they continue to protect vulnerable adults within our care.</p> <p>To further embed an appropriate culture around this, the Home Manager will discuss aspects relating to safeguarding during staff supervision meetings and/or staff meetings. This provides an opportunity for staff to seek any clarification and also, to build their confidence so that if there is a need to implement anything, they have the understanding and confidence to do so.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in June and December, 2022. As part of these visits, the RI considered whether or not 'people live in accommodation that best supports their wellbeing and achievement of their personal outcomes'.</p> <p>Springfield provides ideal accommodation for residents to live within, which does support their overall wellbeing. It is a very large Home, situated within extensive gardens. As such, it provides a plethora of space and options for residents to choose where they would like to spend their time. Because of the size and number of rooms within the Home, it allows many residents to have 'their own space' in terms of a living room/lounge area, as well as their own large bedrooms.</p> <p>There are many options for communal areas for residents to relax within, including some lounges, a conservatory room and a sensory room - which was created during this year.</p> <p>The outdoor areas incorporate large grassed areas along with some patio areas - which have tables, chairs, umbrellas etc. These areas are regularly used by residents in nicer weather - as wildlife can always be seen within the garden.</p> <p>There is a small car park at the front of the home and there are steps and a ramp to access the front door. The Home is equipped with a lift and as such, is accessible to all. The Home incorporates adapted bathrooms, which serve to support residents well.</p> <p>The Home sits within its own grounds and is accessed by a short driveway, leading to the car park.</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)	12
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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.	Staff will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. Further, new Service Managers will have access to mentoring on the job, from their line-manager, which will enable them to develop into their role.
	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?	No
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>	
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	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior Carers will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. Further, Senior Carers will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager in the running of the Home.
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)	2
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.	Typical shift patterns: Typical shift patterns are as follows: Day Shift: 07.30am – 19.30pm. At least 2 staff in total; PLUS 09.00am-17.00pm – at least 1 staff member. Night Shift: 19.00pm – 07.00am. At least 2 staff in total.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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	13
Health & Safety	9

Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	9
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	4
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social care Workers will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. Further, Staff will have access to mentoring on the job, which will enable them to develop into their role.
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)	6
No. of part-time staff (17-34 hours per week)	4
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.	Typical shift patterns are as follows: Day Shift: 07.30am – 19.30pm. At least 2 staff in total; PLUS 09.00am-17.00pm – at least 1 staff member. Night Shift: 19.00pm – 07.00am. At least 2 staff in total.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
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

