

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:	Oakview Care (Llandeilo) Ltd	
The provider was registered on:	21/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bryn y Wawr	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/08/2018
	Responsible Individual(s)	Nicola Elliott
	Manager(s)	Katie Roberts
	Maximum number of places	10
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have a training matrix which sets out target training based on role or required numbers. This is also sets out frequency of renewal where applicable. The training needs are reviewed with feedback from Staff supervisions and appraisals, following changes in needs of service users and good practice guidance. The staff training matrix highlights automatically expired training or training coming up for renewal in the next month. This matrix is reviewed fortnightly.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We chose to bring forward pay reviews from April 2023 to Oct 2022 - we introduced a new pay scale to line up with RLW as at Oct 2022. We pay referrals to existing staff if they successfully introduce a new member staff after they have passed a 6 month probation period. We place a lot of emphasis on a positive and happy workplace for retention of staff.

Service Profile

Service Details

Name of Service	Bryn y Wawr
Telephone Number	01558822763
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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Fees Charged

The minimum weekly fee payable during the last financial year?	1426.26
The maximum weekly fee payable during the last financial year?	2421.69

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?	Key worker sessions one to one every 2 months. Service users meetings every 2 months. Annual quality assurance questionnaires.

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
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	Large garden with various outbuildings including an 'arts and crafts' cabin, a gym and a garden room for relaxation and private space.
Provide details of any other facilities to which the residents have access	Gym and hot tub.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	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>People are supported in a way that suits their individual needs, wishes and abilities. All of the ladies who live at Bryn y Wawr contribute to the running of their home with everyone participating in cooking and domestic duties. There are regular house meetings where people can share their views on how they wish to be supported and things they would like to change or to do. Each person also has a key worker who has regular sessions with them to review how they are supported.</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>Each individual is supported to maintain regular medical appointments. There is a weekly pilates class held in the Home and in addition 'chair yoga' sessions, staff support service users with Physio exercises. The ladies choose how they wish to spend their time and this includes going to the disco on a Monday, social club on a Wednesday, walks with Carmarthen People First, concerts, cinema trips, shopping trips, visits to theme parks, going swimming, attending local events such as The Welsh Show and local fetes and craft fairs.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained every 3 years in Safeguarding of Vulnerable Adults. There is a policy on Abuse and Safeguarding which all staff are asked to read and sign. The ladies who live at Bryn y Wawr have access to Easy Read Complaints policy and an easy read leaflets such as 'Staying Safe', 'Abuse - 'Keeping Safe' and 'Staying Safe Online'. Each person has an individual risk assessment document which includes strategies and reactive strategies. All staff are trained in PBS Developing Positive Relationships Supporting those in distress by De-escalate this is refreshed each year.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each person has a single bedroom which they can choose to decorate to their own tastes. The home has a communal 'domestic style' kitchen which is the hub of the home where all of the ladies take part in preparing their breakfast and taking turns to help prepare meals. There is a well equipped laundry room where everyone is supported to take part in their own laundry and clothes care. The house has a large dining room and 2 lounge areas. On site there is also a covered hot tub room, a patio seating area, an Arts and Crafts cabin, a Gym and a 'relaxation room'.</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>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	
<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

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	

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	0
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
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	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
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
<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)	1
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.	1 Senior / Shift Leader per shift. Most staff work 37.5 over 5 days either a 8-2pm or 2-9:30 or 10pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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	12
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	2
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	10
Dementia	7
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	6
No. of part-time staff (16 hours or under per week)	3

<p>Typical shift patterns in operation for employed staff</p>	
<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.</p>	<p>8-2 or 2-9:30 or 10 2 sleepovers Staffing levels vary according to the plans of the ladies but usually fall between 2-4 Support Staff plus a senior/shift leader or Management level staff.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>5</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>7</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p>Catering staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p>Other types of staff</p>	
<p>Does your service structure include any additional role types other than those already listed?</p>	<p>Yes</p>
<p>List the role title(s) and a brief description of the role responsibilities.</p>	<p>Maintenance Person</p>
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>1</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>0</p>
<p>Health & Safety</p>	<p>1</p>
<p>Equality, Diversity & Human Rights</p>	<p>0</p>
<p>Infection, prevention & control</p>	<p>1</p>
<p>Manual Handling</p>	<p>1</p>
<p>Safeguarding</p>	<p>1</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>0</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Legionella</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>

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	0
No. of staff working toward required/recommended qualification	0