

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 Limited	
The provider was registered on:	17/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Clynsaer House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/08/2018
	Responsible Individual(s)	Nicola Elliott
	Manager(s)	Denise Marshall
	Maximum number of places	11
	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	Clynsaer House
Telephone Number	01550 750224
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	We have some staff who speak varying levels of Welsh up to fluent. 1 resident who speaks English and Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	1139.42
The maximum weekly fee payable during the last financial year?	4199.59

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 held every 2 months. We hold service users meetings 2 months. Annual quality assurance questionnaires.

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The house is set in over 3 acres in beautiful countryside including views over our lake, various outdoor seating areas and BBQ areas which provide a peaceful environment giving our clients space and the ability to enjoy being amongst nature. There is a poly tunnel for growing fruit and veg.
Provide details of any other facilities to which the residents have access	We have a detached Activities Centre in the grounds which provides Woodwork facilities, a kitchen for meal preparation, kitchen skills, baking etc., a well equipped arts and crafts room, a room equipped with sensory lights and equipment.

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>We pride ourselves on being a secure, consistent but developing service, working together in partnership with our clients in order to address and meet their individual needs and maintain a high standard of care and quality of life. We encourage clients to be as independent as possible and to develop daily living skills.</p> <p>Each client has their own individual support plan which is developed with input from the individual, their MDT and, where there is involvement, IMCA's, Advocates, the Positive Behaviour Intervention Service. The care plan file will include positive behaviour management guidelines, a personalised behaviour risk assessment, a personal Missing Persons Procedure, communication guidelines.</p> <p>Our clients are encouraged to progress individual skills, for example for one individual the goal may be to make their own cereal in the morning but for another their goal may be to assist with cooking a meal and cleaning up afterwards.</p> <p>There are key worker sessions where people can share their views on how they wish to be supported and things they would like to change or to do. We review support plans 3 monthly with the involvement of the service user or where they are not able to contribute with the involvement of their friends and family.</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>We provide opportunities to develop skills and aptitudes that enhance the quality of each client's life and work towards the realisation of personal goals and aspirations.</p> <p>In the Activities Centre the clients have access to a range of resources and staff will set up projects which may be based around woodwork, arts and crafts, gardening or baking for example and together with the support staff will work with the individuals to develop their skills and interests. This gives our clients a sense of purpose, increases confidence and provides mental stimulation on various levels.</p> <p>Each individual can choose which activities they wish to participate in such as horseriding, going swimming, trips to the beach, bowling, cinema trips, pub visits and attending local events such as football matches, fairs and concerts.</p> <p>We support people to look after their health and wellbeing needs. We support them with their regular medical appointments and medication administration.</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. Everyone has access to an 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, staff support them to maintain and clean their rooms. There are 2 spacious, comfortable, lounges for relaxation and watching TV which gives people a choice. There is a large dining room for meal times in the main house and in the Activities centre a kitchen diner where people are supported to prepare lunches and to do baking and to eat lunch. The home has a Gym equipped with a treadmill, rowing machine and an elliptical training machine.</p> <p>The grounds at Clynsaer are spacious and have various outdoor seating areas and a polytunnel for gardening projects.</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) 19

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	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	1
	Health & Safety	6
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	0
	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

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?	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	5
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	3
Safeguarding	5
Medicine management	3
Dementia	2
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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.	3 x LD per week 8am-9pm. 1 senior per shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
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	19
No. of posts vacant	2
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	6
Health & Safety	7
Equality, Diversity & Human Rights	8
Infection, prevention & control	10
Manual Handling	9
Safeguarding	18
Medicine management	3
Dementia	5
Positive Behaviour Management	10
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, COSHH, Learning disabilities and Autism Awareness, Epilepsy, Person Centred Care, Mental Capacity and DoLs, Bipolar, Continence Promotion.

Contractual Arrangements	
No. of permanent staff	18
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)	14
No. of part-time staff (17-34 hours per week)	3
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.	2 Wake Nights and 1 sleep in per night. Wake night s work 3 or 4 11 hour nights per week. Day staff - target 3-5 support workers per day shift plus Seniors and Management Hours and activities coordinator Most staff work 3 x long days i.e. 8am - 9pm. per week.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	2
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Operative and a part time office administrator to support team on site.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	0

Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella management training.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0