

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:	Parc House Ltd	
The provider was registered on:	05/08/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Parc	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	05/08/2021
	Responsible Individual(s)	Jason Forster
	Manager(s)	Jason Forster
	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	Our Supervision Policy gives more detail on how we monitor and support our staff to continue to meet the requirements of their post and develop and expand their skills and qualifications. Supervision and a training programme are in place to support all staff members and to identify ways to improve and develop, this is fed in to the training matrix by the manager who reviews and updates as and when required. Training is online and face-to face to the specific needs of the service users.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Parc House not only acknowledges the importance of safe recruitment but recognises the importance of retention. To support this, we use a value-based recruitment tool as part of the recruitment selection process. All legal and regulatory requirements regarding recruitment are met. All potential applicants are aware of the employer's obligations to the welfare and protection of Residents. Parc House is satisfied that each applicant has demonstrated their suitability for the post.

Service Profile

Service Details

Name of Service	Ty Parc
Telephone Number	01443838535
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	1544.58
The maximum weekly fee payable during the last financial year?	3000.00

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?	Monthly residents meeting, Reg 73 visit from the RI, weekly consultation with resident for choice of activities/menu, quarterly newsletter.

Service Environment

How many bedrooms at the service are single rooms?	0
How many bedrooms at the service are shared rooms?	11
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a patio area to the rear of the building with outside tables and seating, this area can also be used for BBQ's or parties.
Provide details of any other facilities to which the residents have access	In the process of converting one of the bedrooms into a sensory room.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	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.

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.

At Ty Parc, we provide around the clock care and support for all of our residents.

Included in within our offer is not only the provision of a beautiful and safe space in which to live, but the commitment to support our residents to improve their health, mobility, access to the community.

At the heart of our service is a person centred and holistic approach to care. We ensure that care is delivered in a way that respects the individual's wishes, acknowledges residents may be vulnerable, so its vital staff have a duty to safeguard the individuals. To this end we provide training and support to our staff to ensure they have the skills, knowledge and experience to provide care and support to the people living in the home. We encourage participation from individuals to become involved in their care where appropriate. We are acutely aware of the importance of care and support planning and of the impact it can have when it is not undertaken in a planned and systematic way. The individual, their needs and preferences must be at the core of the process.

We strive to help resident make their own decisions and to support them in controlling their own lives, always aiming to balance the protection of residents from unnecessary risks with the promotion of independence and choice. Our aim is to improve wellbeing and the overall standard of life.

Social inclusion promotes the involvement and participation in everyday activities that are often taken for granted in our day-to-day lives. Ill health, old age and disability are often accompanied by isolation. Therefore, it is important that cultivate links to friendships and family relationships, where appropriate.

Visitors are welcome at Ty Parc. Residents are encouraged to receive guests in communal areas or in the privacy of their own rooms. Staff are on hand to accompany should this be assessed as necessary and recorded in the care plan. Residents have monthly house meetings. The Responsible Individual speaks to residents during Reg 73 visits (RI is on site daily), residents are aware that the manager's door is always open, all residents have a good rapport with staff and management. The resident is always central. We emphatically do not plan for people; we plan with them. If a resident is not able to participate meaningfully for them, we will always seek an appropriate representative or advocate who can faithfully put forward what they believe the resident would have contributed.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We recognise that we cannot deliver the best standards of care without the input of healthcare specialists and other medical professionals. To this end, our team have worked diligently to develop excellent relationships with our local health boards. Upon admission, all residents will be booked in for appointments with GP surgery, dentist, chiropodist, optician. Any other recommendations from these health professionals for our residents will also be scheduled. Our care team achieve excellent health outcomes for our residents by the working closely with our Community Healthcare Team. We receive multiple daily visits from the district nurses who support our residents' health needs.

At Ty Parc we actively encourage individuals to pursue hobbies and leisure activities especially those outdoor to improve health and wellbeing and as a form of self-expression and integration into wider society.

We have a holistic and person-centred approach to the provision of quality care. We engage with the individual to identify personal goals and provide structured support.

It is our intention to create a safe environment where people feel respected and valued.

We offer a wide range of activities both in house and in the wider community, such as:

- Arts and crafts
- Cooking and baking
- Walking
- Biking
- Swimming
- Attending college, volunteer placements, jobs

Parc House has a responsibility to provide residents with full information about services and offer choice wherever possible. If a resident expresses a wish for a change of worker, this should be similarly reported and explored by the supervisor. Self-management enables people to make informed choices about how and when to draw on different kinds of support and to make changes so that they can take control of their lives. Independence can have a positive impact and boost self-esteem and improve overall wellbeing.

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

We have a designated safeguarding person who is responsible for safeguarding. We ensure that our designated safeguarding person has had suitable safeguarding training, has the correct knowledge and skills required to ensure the protection and safety of our residents. All staff have completed Safeguarding Adults Training.

Our staff minimise risk by:

Working with individuals in an empowering way that respects their autonomy and civil rights to self-determination.

Understanding what constitutes vulnerability and abuse and what to do if they suspect abuse.

Taking immediate action when recognising or suspecting signs of abuse.

Take their responsibilities under the duty of care seriously and conduct themselves within the Social Care Code of Practice, discussing support issues and concerns promptly with their line manager and or with an appropriate person.

Question practices that may be harmful or abusive and take further action e.g., report concerns, whistleblowing etc.

Taking part in training and skills development.

Giving and receiving feedback from colleagues in developing a learning and preventative culture at work.

We minimise risks by:

Making sure that the service meets the needs and is planned around individuals.

Using fair and rigorous recruitment selection and induction processes.

Working with Care Managers and commissioners to ensure the staffing levels can meet the needs of the people we care for.

Having effective means of communication, that is open and understood by individuals, relatives, friends, other agencies, staff, and managers.

Operating an open-door policy and culture.

Making sure that staff understand what constitutes abuse and what to do if they suspect it

Encouraging staff to raise concerns and question practice.

Listening and responding to staff and individuals who raise questions about practice.

Discussing incidents or support issues routinely and openly with staff.

Having efficient recording and reporting systems in place.

Recording complaints and concerns and responding to them constructively. Routinely reviewing apparently isolated incidents to see if they reflect wider problems in the service.

Having clear policies and procedures that staff and individuals understand and use.

Ensuring that all staff receive training and through direct supervision and monitoring of their work develop their practice.

Addressing poor practice and setting realistic practice standards.

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

Social interaction and inclusion in the community can be key to a person's wellbeing.
 At Ty Parc, we fully support people to lead as full a life as the person desires, where appropriate.
 We ensure that a variety of appropriate activities are available at the home and in the wider community.
 Staff can offer spontaneous and planned opportunities for our residents to participate in an activity that is meaningful to them; to promote positive physical health and mental wellbeing. Self-management enables people to make informed choices about how and when to draw on different kinds of support and to make changes so that they can take control of their lives (where appropriate). Risk assessments are put in place when required by Management/Seniors.
 We encourage individuals to pursue hobbies and leisure activities especially those outdoor as a way to improve health and wellbeing and as a form of self-expression and integration into wider society. We engage with our residents to identify personal goals and provide structured support to achieve them.
 The activities co-ordinator at Ty Parc periodically meets with residents to discuss their preferred community based activities. We offer variety that are available locally and further afield such as concerts, shows, arts and crafts classes, food festivals and places of interest such as museums and castles.
 An individual's activity plan is compiled each week, with each resident. These plans include activities that develop independent living skills, education, hobbies, social and recreational activities, and religious observances are available to all who wish to engage. We also support our residents to engage in employment or volunteering opportunities, when appropriate.
 During an evening, low-stimulating activities are offered such as movies, board games or pampering sessions are offered before a calmer atmosphere is provided to support our residents to attune with a natural end to the day.
 We document resident's daily logs, that include views, wishes, feelings, nutritional intake, personal care and activities, independence and living skills to monitor progress and the outcomes that have been achieved as identified within each resident's Person-Centred Care Plan.

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) 14

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	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	2
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.	Managers induction standards, Cyber security essentials, DOLS, EFAW, Fire marshal training.
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	2
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)	2
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stoma, conflict management, boots medication training, person-centred care, risk assessment, GDPR, DOLS, EFAW, Fire marshal training.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	4
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)	4
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.	Staff work on a monthly rolling rota (3 in and 2 off, 2 in 3 off and 2 in 2 off) 7am-19.00pm, 4 staff work the day shift and 2 staff waking nights.

Staff Qualifications	
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	4
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	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.	Stoma, DOLS, GDPR, Fire marshal, EFAW, Allergen and intolerance, person centred care, Boots medication training
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	8
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)	8
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.	Staff work on a monthly rolling rota (3 in and 2 off, 2 in 3 off and 2 in 2 off) 7am-19.00pm, 4 staff work the day shift and 2 staff waking nights.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
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?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No