

# 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:	Pen-Y-Garth Care Homes Limited	
The provider was registered on:	20/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pen-Y-Garth Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/05/2019
	Responsible Individual(s)	Keith Symms
	Manager(s)	Michele Roberts
	Maximum number of places	42
	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	<p>We have a training matrix in place which gives a view of all training completed and training due. We also identify training needs through induction, staff supervision, appraisals and team meetings. We have an external training company who provides in-house training, training is planned around staff working shifts. Due to Covid face to face training was cancelled and training was then conducted by Zoom. Management maintained M/H training, staff were e-learning the A WIF was being completed.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We do not use agency staff we are fortunate to retain staff by having an enhanced rate above minimum wage for trained staff. We create a team friendly environment. Training is actively encouraged for all staff to meet the high level of care for our residents. For recruitment we advertise through a website online and regularly receive calls from people enquiring about a job role and staff recommendations to friends and family. The home is advertised weekly in a local newspaper for awareness.</p>

## Service Profile

### Service Details

Name of Service	Pen-Y-Garth Care Home
Telephone Number	01978753323
What is/are the main language(s) through which your service is provided?	English Medium
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?	52
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### Fees Charged

The minimum weekly fee payable during the last financial year?	688.06
The maximum weekly fee payable during the last financial year?	973.38

### Complaints

What was the total number of formal complaints made during the last financial year?	3
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 have an open door policy for residents and family friends to speak to the manager, deputy or senior staff members about any views or concerns.</p> <p>We have a full complaints procedure which is publicly displayed in the home along with other literature regarding the home.</p> <p>Care plan reviews gives opportunity to discuss and raise anything about the service provided.</p> <p>Periodically surveys and questionnaires are issued analysed and displayed in the home.</p> <p>Suggestion box is displayed within the home</p>

### Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>Both sides of the home have access to enclosed gardens with sensory plants growing. There are benches and chairs to enable residents to sit and soak up the surrounding areas, listen to the bird song and watch what wildlife there is about. There is a solar powered water feature in the garden, residents enjoy listening too which helps encompass the 5 sensors, touch, smell, movement, feel and sound.</p> <p>The garden is accessible for wheelchair users.</p> <p>A large garden surrounds the home with fruit trees growing which are used in the kitchen to provide delicious apple/plum pies and c rumbles for everyone to enjoy. In the summer months when it is warmer the activity co-ordinator will provide a range of games and gardening activities for the residents to enjoy or just sit and enjoy the views. Residents are accompanied at all times in the garden.</p>
Provide details of any other facilities to which the residents have access	<p>Residents have access to a summer house and summer shed to sit in and have refreshments with staff or a family member. There is a pagoda with another seating area to sit and enjoy the views with family members.</p> <p>The Enterprise Centre is a quarter of a mile distance with a café, where residents can go in groups, they hold fun days and sales of certain goods.</p>

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.

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.

The manager completes a pre-admission and admission form with assistance from the resident and family members for a care plan to be created with information to cascade to staff on care and preferences for the resident to promote their independence and provide support when required.

Preferences for :

- What time they want to get up
- Where they prefer there meals to be either in their room or the dining room.
- Staff support in their choices of what to wear.
- Where they like to spend there day in what areas of the home or their own room.
- Accessing the garden weather permitting
- Activity choices
- Trips out with their families

A quality assurance is sent to residents and their family members to gather information on what we do well and anything that they would like to comment on about the home.

Residents meetings are arranged to discuss preferences and give ideas. Family members can visit the home any time of day and the manager has an open-door policy for visitors and staff.

We welcome any comments and are responsive to any complaint, a suggestion box is in the home for anyone who wishes to suggest or make any positive comments about the home.

Residents views are gathered daily by discussions with staff and visitors to the home

<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>Care plans are constructed for each resident to support their needs and help to promote their independence giving staff knowledge of how to give the appropriate care to each individual. They also support each individual human rights.</p> <p>Senior staff members are completing reviews and advising the manager and deputy of any changes to residents needs, the care plan is then updated and passed on to staff members on handovers.</p> <p>Residents have three activity co-ordinators to ensure stimulation and activities are regularly being undertaken. We won the Gold Award in Wrexham for the Rita which in brief provides:</p> <ul style="list-style-type: none"> <li>• Interactive games</li> <li>• Reminiscing</li> <li>• Songs</li> <li>• Religions services all faiths all occasions</li> <li>• Sensory</li> <li>• One to one games</li> <li>• Wrexham football</li> </ul> <p>Residents are supported in the garden and assist with weeding and potting plants.</p> <p>Infection control in the home is maintained by cleaning staff which are on site every morning.</p> <p>Manual handling is provided in house so staff can be trained when employment commences. More staff members are completing the Train The Trainer in Moving &amp; Handling to enable safe transfer of residents and safety for staff. This training is supported by external trainers and Wrexham County Council's training department.</p> <p>E-learning is on-going for all staff members and actively encouraged.</p> <p>All staff are registered with SCW and have their pins.</p> <p>An independent training company provides mandatory in house training for first aid and fire training and a local pharmacy does medication training. An external company completed in-house training for infection control to promote awareness of Covid infection and how it could be spread.</p> <p>New members of staff without qualifications complete the AWIF, and are actively encouraged to complete the NVQ/QCF 11 or equivalent. If a qualified member of staff has been absent from the role for a long period of time the AWIF would be expected to be completed to refresh standards and training encouraged.</p> <p>Medication competencies are regularly undertaken, and spot checks completed. Two staff members are dedicated to complete this.</p> <p>Staff training matrix is completed which highlights what training is due.</p> <p>The residents wellbeing is a high priority and staff are trained and expected to deliver person centred care at all times. It is the homes aim to provide a happy, safe and homely environment.</p> <p>Employee of the month has been introduced to maintain the staff values within the home and show appreciation for continued good work.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Pen-Y-Garth has a whistleblowing policy in place and displayed for staff to VIEW.</p> <p>Safeguarding training is completed every 3 years for all staff members. Fire training is provided every six months by an independent training provider and regular fire evacuation training within the home. Fire panel training is provided to staff on induction and by maintenance.</p> <p>Falls regulatory tool is used and kept updated, any falls would trigger the diary to be completed and care plans reviewed.</p> <p>Water treatment company to ensure the homes water is free from contamination and to prevent infections such as legionella.</p> <p>A pest control company visits quarterly and more if required.</p> <p>Safe storage and disposal of waste products.</p> <p>The homes maintenance completes weekly health and safety checks around the home.</p> <p>Policies and procedures are updated regularly.</p> <p>Health &amp; Safety Company who independently complete assessments and advise health and safety of the home and visit twice a year.</p> <p>Our policy is the safe recruitment process, all staff have to have a current DBS and a minimum of 2 references prior to commencing employment, they will complete an induction and complete some shadowing shifts. DBS for staff is renewed every 3 years.</p> <p>Staff Shift is balanced for experience of staff and competency and rotas are completed each week.</p> <p>Loler reports are completed for all lifting equipment and the transport lifts in the home.</p> <p>Gas certification is completed annually.</p> <p>Main doors are security coded entry to ensure the safety of residents in the home.</p>

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

Pen-y-Garth provides parties throughout the year we have had Easter, Halloween, Jubilee, Remembrance Day and Christmas parties enjoyed by the residents and staff.  
 We have an entertainer who sings and plays the guitar once a month plus additional entertaining through the year.  
 Regular vaccinations are arranged to include Covid and Flu  
 Regular visits of the following by the following professionals:  
 • ORAL HYGIENE  
 • OPTICIANS  
 • CHIROPODIST  
 • HAIRDRESSER  
 Rita is in use regularly with the activity co-ordinator who works closely with Wrexham council.  
 District nurses visit regularly.  
 Care Co-ordination Team (CCT) have a weekly visit to the home and liaises with the GP's regarding residents wellbeing and will arrange a visit from a GP if required. This service is unique to the area and if they need to be contacted they have a direct dial service to by-pass queuing for the doctors surgery.  
 Dining room experience and choice of menu is discussed with residents.  
 Pen-Y-Garth achieved the top care home in Wrexham on the carehome.co.uk website.  
 Care and risk assessments are updated to achieve positive outcomes for residents.  
 Regular audits are completed in the home for the kitchen, care plans, medication, health and safety and manager walkabouts.  
 Data analysis tool which can establish any issues trends and themes and signposts any actions needed. This analysis tool covers falls and incidents, complaints, safeguarding issues, infection control and medication errors.  
 Daily activities are displayed in the home and a weekly session of Move it or Lose, armchair exercises are enjoyed by many residents. Activity co-ordinators work closely with the residents to plan events and daily activities.  
 RI visits the home quarterly and provides reports each time.

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)	29.75
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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	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support including Covid Fire safety Oral Health Moving and handling key trainer Food Hygiene

#### 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?	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

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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Moving and handling key trainer. Basic life support including Covid. This is a new post and carried over training from the previous post which was still current.

#### 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?	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

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	This is a consultancy role where support and guidance to the management team and provides training .

#### Contractual Arrangements

No. of permanent staff	0
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

#### 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
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### Senior social care workers providing direct care

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	5
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	5
Safeguarding	0
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.	Fire Safety Training Oral Health Moving and handling key trainer First Aid PPE donning and doffing

#### 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)	2
No. of part-time staff (17-34 hours per week)	3
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.	The number of seniors that cover a day shift are 2, covered with full time shift of 12 hours or part-time 6 hours.
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#### 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
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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	24
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	10
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	19
Manual Handling	13
Safeguarding	10
Medicine management	4
Dementia	26
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Oral Health Moving and handling key trainer First aid NVQ level 2 and 3 in progress
Contractual Arrangements	
No. of permanent staff	24
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)	8
No. of part-time staff (17-34 hours per week)	16
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.	Carers have either a 12 or 6 hour shift , which could consist of 8am to 8pm 8am to 2pm 2pm to 8pm 8pm to 8am 6 care staff cover the morning shift and 6 cover the afternoon shift 4 care staff are on duty throughout the night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24

No. of staff working towards the required/recommended qualification	0
Domestic staff	
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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	0
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.	Fire safety First aid
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Catering staff	

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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety First aid
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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 that completes daily tasks and repairs throughout the home. Completes weekly health and safety checks and records. Maintains the gardens.

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
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.	Fire safety First aid
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	1
No. of staff working toward required/recommended qualification	0