

# 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:	PENRHOS CARE HOME LTD	
The provider was registered on:	31/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Penrhos Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Nicola Egan
	Manager(s)	Nicola Egan
	Maximum number of places	18
	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	Discrete policies regarding staff development, induction, training and supervision. Training is identified and discussed during supervisions & appraisals. A new staff training matrix is being established to clearly identify core training achieved, refresher dates and training required. Training is provided if it is identified as a learning action or outcome of safeguarding and/or complaints investigations. We facilitate in-house training with independent facilitators and access SCWDP training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Robust policy & procedures for staff recruitment. Staff feel supported through regular supervisions/appraisals/team meetings. Staff are supported to achieve and maintain registration with SCW. Participation in our annual consultation exercise. Clearly defined lines of accountability. Access to a comprehensive up to date policy & procedural framework. Staff receive thorough induction, core and other training (with time and pay). Can enjoy good remuneration and conditions and access to our EAP.

## Service Profile

### Service Details

Name of Service	Penrhos Care Home Ltd
Telephone Number	01443206329
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	32
--	----

### Fees Charged

The minimum weekly fee payable during the last financial year?	725.40
The maximum weekly fee payable during the last financial year?	767.40

### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We conduct an annual consultation exercise every year in accordance with the 2017 regulations. Our consultation exercise is held towards the end of the calendar year. We invite our key stakeholders to participate, including the residents, their relatives and advocates, the staff, visiting health and social care professionals and other providers of services at Penrhos Care Home, such as hairdressers and chiropodists. In addition to the annual consultation exercise, we enable our residents to participate in quarterly group meetings with the Deputy Manager and/or Responsible Individual. Two residents' meetings have been held during the period covered by the annual return, one in September 2022 and the other in March 2023. There is an agenda for these meetings, to which the residents are invited to contribute items to be discussed. A range of topics are discussed, including the menu, the mealtime experience, activities and meaningful employment.

### Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Enclosed rear garden and patio area with level access which is safe and secure.
Provide details of any other facilities to which the residents have access	The home has a spacious reception area with comfortable seating for residents to receive visitors. The home has a breakfast bar area to enable residents and visitors to make simple refreshments.

### 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.

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.

When residents come to live at Penrhos Care Home, they and/or their relatives, or advocates, are involved, as much as possible and if they want to be, in the co-production and review of their care and support plans.

An integral part of the initial assessment process is to understand a resident's communication needs. The outcome of this could suggest that the support of an independent advocate would be beneficial at some point during the person's residency with us.

As key stakeholders in the Home, our residents are invited to give their views on the service in our annual consultation exercise. If responses suggest something is wrong, we will investigate and put it right; or consider and implement residents' suggestions for development of the service if appropriate and practicable.

The Responsible Individual talks with residents during her visits to the Home and the Deputy Manager has an 'open door' policy for residents to be able to talk to her whenever they want or need to.

Residents are also invited to meet as a group every quarter to discuss aspects of the service with the Deputy Manager and/or Responsible Individual. Residents can shape the agenda by suggesting items of interest or concern to them for discussion.

Staff engage with residents during activities, socialising at mealtimes, and generally throughout the day.

Such opportunities for engagement represent a valuable source of feedback to staff and management about how the residents are feeling, their health and well-being, as well as specific aspects of the service.

Our philosophy of care at Penrhos Care Home is to support our residents to remain as independent as possible. We believe that the exercise of choice is a key factor in promoting and retaining independence. For example, our residents exercise choice in the following ways:

- what times they get up and go to bed, within reason
- what they eat from a menu of options
- what they do with their day generally, in terms of choosing whether to participate in activities or enjoy quiet time to themselves. Some residents may choose to leave the premises and independently enjoy the facilities of the local community, provided it is assessed that they are safe to do so
- residents can choose to self-manage and administer their own medication if risk assessed as appropriate
- residents can choose to furnish their rooms with items that are familiar to them

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.

Penrhos Care Home and its residents has access to the local health and social care providers and agencies, both primary and secondary, detailed in Section 2 of the Statement of Purpose.

The Deputy Manager and staff are knowledgeable of the residents' health conditions. They understand the need to observe and document any changes in the residents' health and seek timely advice and/or direct intervention from appropriately qualified healthcare professionals, particularly in the event of deterioration, including summoning emergency assistance. Staff are aware of any Do Not Resuscitate and other 'living will' wishes of residents.

Our aim is to maintain a resident's dignity and we always ensure that planned healthcare interventions take place in the privacy of their own room.

We have a clinical/medical procedures policy. The purpose of this policy is to clarify the boundary between providing non-clinical care and support (to include appropriate first aid by suitably trained staff) in a residential care home setting and clinical/medical decisions and procedures which must be determined and carried out only by suitably qualified health care professional.

Our staff are encouraged to learn from visiting healthcare professionals, such as district nurses, but not to exceed their instructions if they are assisting in an intervention. Staff document in the resident's care plan any actions visiting healthcare professional may ask them to do between their visits to the Home.

Staff manage and administer residents' medication (and support and monitor those residents who do this for themselves) as well as support those residents who are catheterised to maintain the patency of their catheters. Staff do not assess for or fit catheters which is the role of the district nurse.

Staff support residents for appointments with visiting healthcare professionals such as their GP or district nurse. They will also support residents to make and prepare for healthcare appointments which take place away from the Home.

Residents are asked as part of our annual consultation exercise and during their quarterly group meetings if they are happy with the activities made available and if they would like more or less participation. They are also given the opportunity to suggest different activities to be made available in accordance with their personal interests.

Residents are encouraged to keep physically and mentally active participating with "James Fitness" and cake baking and decorating.

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

The Home has a robust safeguarding policy and procedures. Our staff understand the policy, what constitutes abuse and their responsibilities as individuals under the policy to raise concerns about suspected or actual abuse.

We also have a range of policies and procedures underpinning safe practice in all aspects of care and support, e.g. code of conduct, moving and handling, the management and administration of medicines, the use of restraint and supporting residents with their money, amongst others. All policies and procedures comply with the 2017 regulations, other relevant legislation, guidance, codes of practice and current best practice; and are subject to review in accordance with our governance arrangements. Staff are issued with a copy of the relevant Social Care Wales Code of Conduct on commencement of employment.

We have robust recruitment and selection processes which comply with the 2017 regulations and current best practice. This process is characterised by comprehensive pre-employment background checks on job applicants. We have developed our recruitment and selection procedures to ensure, as far as possible, that we employ staff who possess the necessary skills and abilities to work with vulnerable residents.

Staff receive a comprehensive induction and probation period where the concept of safeguarding is introduced, and new staff must familiarise themselves with our safeguarding arrangements and their responsibilities under them.

Visiting providers of services to the residents, such as hairdressers and chiropodists, are DBS checked.

There are statements and questions included in the various sections of the residents' questionnaire used in the annual consultation exercise which seek responses that directly and indirectly indicate how safe the residents feel. Statements and questions range from the direct, "I feel safe and looked after" and "Are the staff ever rude or unkind?", to indirect, "I have privacy in my bedroom", "The staff respect my privacy and dignity by knocking and waiting to be invited before entering my room" and "The staff always explain what they are about to do for me".

The majority of residents responded positively, saying that they felt safe, one resident commented, "overall I am very happy here and feel extremely safe. I would like to thank the management and staff for making me feel so welcome."

No residents stated that they felt unsafe.

One resident stated she felt safe because there is always someone here.

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

Penrhos Care Home is a single storey building with level access, minimising the risk of trips and falls. It is wheelchair accessible. There is an accessible, safe and secure, level garden and patio area for residents to enjoy. It is also close to local amenities. The premises is secure from unauthorised access and those residents who have been so assessed, have appropriate DOLs arrangements in place to prevent them leaving the safety of their accommodation.

The Home is a pleasant environment to live in. Cleanliness is maintained on a daily basis by housekeepers in accordance with our infection prevention and control procedures. We have measures in place to prevent Legionnaires infection in the water supply. Our kitchen is regularly inspected by the local authority. Our current food hygiene rating is 4, meaning that food safety standards are good.

The Home is warm, well-lit throughout, with appropriate décor and furnishings to create a homely environment. The premises is well maintained ensuring the environment, facilities and equipment are safe for the enjoyment of the residents, staff and visitors.

All bedrooms at the Home have wash hand basins connected to the hot and cold water supplies. Residents are encouraged to bring personal items when they come to live at the Home, so that they will have familiar and comforting things around them to help them settle into their new environment.

There are three communal bathrooms and five communal toilets. There is equipment available to meet the needs of residents assessed as requiring it. Equipment is maintained in accordance with LOLER 1998, manufacturers' specifications and best practice.

There is a large communal lounge/dining area where residents can relax with television and music, receive visitors, enjoy entertainers and visiting community groups, and participate in the programme of activities to promote health and wellbeing. Residents receive visitors in their rooms or communal areas. Visitors are welcome to have lunch with prior notice to the kitchen staff. This contributes to the social aspect of dining, maintaining family and community links and is a useful measure of food quality control.

There is a large reception area with comfortable seating with a notice board displaying key information.

The Home has up to date insurance cover, utilities, such as gas and electricity are fully certificated.

Every resident has an up to date PEEPS plan.

Residents are regularly asked for their views.

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)

6

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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
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.	Emergency First Aid at Work Level 3 x 1

#### 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	1

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
<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	1
Safeguarding	0
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.	Falls Prevention Diabetes DOLS/MCA Emergency First Aid at Work Level Food Hygiene Level 3 Diet & Nutrition Person Centred Care Dignity/Privacy?Respect
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
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	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid at Work Level 3 x 3
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
<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)	2
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.	Day Shift 8am - 8pm Day Shift 8am - 6pm Night Shift 8pm - 8am
<b>Staff Qualifications</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	14
No. of posts vacant	3
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	12
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	12
Safeguarding	8
Medicine management	9
Dementia	5
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid At Work Level 3 x 12 Fire Drill/Evacuation x 6
<b>Contractual Arrangements</b>	
No. of permanent staff	11
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	2
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)	7
No. of part-time staff (16 hours or under per week)	1

<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>Day Shift 8am - 8pm Day Shift 8am - 6pm Night Shift 8pm - 8am</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>3</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>10</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>2</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>1</p>
<p>Health &amp; Safety</p>	<p>1</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>0</p>
<p>Infection, prevention &amp; control</p>	<p>0</p>
<p>Manual Handling</p>	<p>0</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>Emergency First Aid at Work x 1</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>0</p>

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<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
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	1
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.	Emergency First Aid at Work (2)
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	2
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	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Operations Manager Office Administrator
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
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.	Emergency First Aid at Work Level 3 x 1 Fire Drill/Evacuation
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0