

# 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 Bryn Emi Ltd	
The provider was registered on:	11/07/2018	
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 Bryn Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2018
	Responsible Individual(s)	Pamela Bochenski
	Manager(s)	
	Maximum number of places	30
	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	Staff are required to complete a training pathway. This is made up of online training and external courses. This training pathway has been designed specifically to meet the needs of the residents we look after. If any residents develop any additional needs during their stay with us, other specialist training may need to be sought. This would be evaluated on an individual case by case basis.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	At Pen-Y-Bryn we use value based recruitment. This helps us recruit people with the right set of values that are aligned with our organisation. We also have rigorous employment checks in place to make sure individuals working in the service are able to do so. We have introduced a staff bonus system to help with retention. We hold regular staff meetings and listen to the individuals who work in the service as to how we can improve and make the business a better place to work.

## Service Profile

### Service Details

Name of Service	Pen y Bryn Residential Home
Telephone Number	01352711243
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	Working towards Welsh Active Offer

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	45
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Fees Charged

The minimum weekly fee payable during the last financial year?	733.78
The maximum weekly fee payable during the last financial year?	781.97

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
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 hold a residents meeting every 2 months to consult with the residents who use the service. We send out an annual questionnaire to families, professionals and staff. Management hold regular meetings with staff to listen to feedback about the service. Management hold reviews with family members/residents about the service and listen to any feedback.

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	30
How many bathrooms have assisted bathing facilities?	18
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents have access to a large enclosed garden. Within the garden there are 4 sitting areas. Raised flower beds which the residents plant each year and help maintain the plants throughout the year. There are 3 sensory boards within the garden which residents have access to at any point. There is also a large number of summer activities and games which can be completed outside in the summer. Access to the garden is through the conservatory and can be accessed via a wheelchair.
Provide details of any other facilities to which the residents have access	Residents also have access to a hairdressers/salon room which is used each week when the hairdresser visits the home. This room is also utilised throughout the week when male residents wish to have a shave. When female residents wish to take part in a pamper session and get their nails done at the nail bar.

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	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.

Before anyone is accepted into the carehome the Manager will go out to do an assessment. Within this assessment they will find out as much information as to the level of personal needs required and what is important to the individual so that we can see if we can meet their needs. It is important to everyone that people have choices in everything they do and that their voices are heard, so during the initial assessment it is important for the individual/family/professionals to be involved as much as they can. Once admitted into the carehome a careplan will be put into place and this will be reviewed monthly. The individual will be encouraged to take part in the process of putting together their careplan so that we can make it personal to them. We have a Keyworker system so a staff member takes time to get to know/support the individual in finding out past/present history, likes/dislikes, what is important to them, this is vital so an individual can feel they have choices and are supported.

All staff take time to read about the individual within the online careplan. Staff always offer choices to the individual and take time to get to know them, and their likes and dislikes. The home holds meetings with residents every two months to find out what they would like to do, or what we can improve on. The carehome will endeavour to implement what has come out of the meetings so residents do feel their voices are being heard and are given choices. A family questionnaire is also sent out to families annually for their feedback too. All of the information is collated and changes made.

The Responsible Individual also speaks to residents, families within the Reg 73 & Reg 80 reports. A meeting is then held with the Management team to discuss ways to improve the service we are giving to individuals and to give feedback from the individuals that were spoken to.

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.

Individuals are included and supported in decision making where possible. Individuals are included/informed when decisions about their health develop. This is very important to do as it makes the individual feel supported and involved.

For individuals needing to take medications at certain times the carehome has procedures in place for this to happen. This would be administered by trained staff only, it is explained at the time to the individual why it is important for them to take their medication as it is important for their overall wellbeing. Once taken this would be recorded following the Nice guidelines for Medicines management.

It is important for individuals within the carehome to maintain good health as this allows them to be happy and able to partake in developing their skills. The individual would be supported by staff members at whatever stage the individual is at. Eating and drinking well is very important so individuals can maintain good health and aid overall wellbeing. It is important to find out individual dietary needs, likes/dislikes, allergies etc. We have superb chefs who cater for any individual's preferences. We have a full week menu with plenty of choices but our chef will cook whatever the individual fancies on a specific day. The carehome holds a food hygiene rating of a 5.

The carehome caters for specific activities that an individual would like to do. These range from planting/watering flowers outside to board games, we have a sensory room where people can go and listen to calming music, we also open the salon where nails can be painted, hair washed and dried, men can be shaved. We also have outside hairdresser weekly which promotes wellbeing to all ladies and gentlemen.

There are also outside activities like Dementia friends and many more. Families also take their loved ones home or to the beach/shopping who are able to. Individuals who are less able to go outside we support with indoor/outdoor activities this is important as it helps with development and overall wellbeing.

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

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

Individuals can have confidence in feeling safe and protected by knowing the home has processes in place to help safeguard them. One is by being kept safe by having a keycoded system throughout the carehome. The public cannot access the property without staff letting them inside by using a keycode. Upon entering the building they would need to sign in a register on entering and leaving the building. This helps the carehome audit who enters and leaves the building. Should anybody force entry in/out of the building then an alarm would alert staff/management so they would respond to it and deal with the situation. The carehome also has a fire alarm system in place which is tested once a week and is documented following Fire regulations. These systems are tested regularly and documentation can be provided so individuals living/working within the carehome can feel safe.

We have a number of staff on shift everyday who help to keep individuals safe 24hrs, all staff are trained in safeguarding and lots of other trainings that are mandatory to the care sector this helps them within their job role. All staff are aware of what signs to look out for if something did not seem right with an individual, and who to report it to. Should any staff suspect any abuse or neglect they would report it to the Management team and it would be dealt with following the correct guidelines in place. The keyworker system helps with one to one where an individual may feel confident with confiding with the staff member of any concerns. We feel confident that we have the right systems in place to be able to protect individuals and to be able to deal with any of these situations with the support from the safeguarding team, police, social workers, families etc. We feel confident that our staff would notice if something did not seem right with an individual and follow company guidelines of reporting.

The assessment process completed by management, social workers, families, Individual, all play a big part in ensuring that the accommodation and category of care is right for the Individual. We are an EMI carehome which dictates a locked door environment to keep the individual safe whilst allowing the Individual freedom within the carehome and outside of the carehome. Residents bedrooms are made personal to their needs to help promote wellbeing by having personal belongings around them which promotes wellbeing. By following our personalised careplans and information given by families/professionals aids us to help a Resident to achieve their personal outcome which also helps with their wellbeing.

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)	3
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Currently completing a QCF Level 5 leadership and management in health and social care.  
 Level 3 Diploma in Higher education and training  
 IOSH 4 day managing safely.  
 Risk assessment awareness  
 Dementia Level 2  
 Mental Capacity act.  
 Deprivation of Liberty Safeguarding.  
 Oral Care  
 First aid  
 GDPR  
 Legionella  
 Recruitment and Selection.

#### 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

Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Employment Law, Risk assessment awareness, Legionella.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	3
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety training, DOLS, Basic Life support, CO SHH, First aid L3, CPR/life support L2, Diabetes Awareness, Nutrition & Hydration, End of life awareness, Epilepsy awareness, food allergies, Falls prevention & bed rails, PEEPS & Person centred care.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:00-15:00 14:30-21:30  There will be 1 senior care assistant on shift between the hours of 07:00-21:30.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	18
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	8
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicine management only needed by night staff. s enior care staff administer in the day. COSH Fire Safety & Extinguisher use. Oral Care DOLS Diabetes Awareness CPR/Basic life support.
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3



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)	9
No. of part-time staff (17-34 hours per week)	5
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.	07:00-14:00 08:00-14:00 14:00-20:00 08:00-20:00 Above are the variety of shift patterns that care staff can work. These can change depending on the needs of the residents. We use a dependency tools and hours are worked out fluidly each month so is subject to change. Normal operations may include 4 care assistants to be on shift in the morning and 4 care assistants to be on shift in the afternoon. They will also have their Senior care assistant on shift to help guide/offer assistance.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	3
Domestic 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	4
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	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
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.	COSHH Fire Safety and Extinguishers
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
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
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	0
Health & Safety	1
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Allergens, COSHH Fire Safety & Extinguisher use.
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	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.	Maintenance staff. His role is to complete all of the checks on the equipment, fire tests, control contractors. Arrange for all servicing of equipment etc. Carry our repairs and any decoration or maintenance that is needed.
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	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.	Legionella awareness, Fire Safety and extinguisher use. COSH Working at height Stepladder & Ladders. Asbestos awareness. Fall prevention and bed rails.
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
No. of full-time staff (35 hours or more per week)	0
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: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0