

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:	Pontcanna House Limited	
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:	Pontcanna House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Nasik Al-Mufti
	Manager(s)	Emma O'Connell, Nasik Al-Mufti
	Maximum number of places	28
	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>Pontcanna House has a robust Induction, training and development program. Mandatory Induction training is completed via Mullbury House DV Ds pre-post. Llangfords Training & Consultancy Ltd delivers training which is planned and scheduled for the year for all staff to attend once a month. Additional training is identified to meet the care and support needs of individual residents. All staff required to register with Social Care Wales are enrolled in a QCF program with ITEC.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Job vacancies are advertised on Indeed.co.uk and local businesses. Staff retention is good. Staff engage with quarterly supervision, performance reviews and annual appraisal. Pontcanna House holds regular team meetings where staff are able to contribute ideas to the everyday running of the service.</p>

Service Profile

Service Details

Name of Service	Pontcanna House
Telephone Number	02920235942
What is/are the main language(s) through which your service is provided?	English Medium
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?	31
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	679.21
The maximum weekly fee payable during the last financial year?	950.00

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?	WELCOME PACK STATEMENT OF PURPOSE

Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>At the rear of the property, there is a spacious courtyard with a large gazebo which covers one seating area with lighting so the residents and their families can enjoy, there are several other seating areas with parasols, also there is a fountain in the garden which is constantly on especially during the summer time to help the residents to relax. There is flat artificial grass area in the center under the gazebo and also on some areas of the courtyard, the whole area is surrounded by mature conifer trees which give our residents complete privacy from the neighbourhood. The garden has areas of planted flowers and flower pots.</p> <p>The garden is a secure area with CCTV and a locked gate.</p> <p>At the front of the building there is a spacious courtyard with seating areas surrounded with rose plants. The courtyard overlooks the main road, when the residents use it they enjoy the car movements and the interaction with by passers who are from the local community.</p>

Provide details of any other facilities to which the residents have access	<p>Situated at the rear of the garden is the Club House. The Club House consists of a large room, a toilet and a kitchen. The communal area is furnished with nice nice comfortable seats and two sofas plus small round dining table with four dining chairs which is used by some residents to have lunch, also it has been used by the families during their visits to dine together. There is a small bar in the Club House, a computer, television and a music system. The Club House is decorated as a sensory room with photographs of famous movie stars to Politicians to Singer and Musicians etc.</p> <p>The Club House has been in use at all times since it has been established in 2009, by residents and their families for routine visits and celebrations such as Birthdays, Baby Christenings, Grandchildren's Graduations etc.</p> <p>The Club House was a big bonus for Pontcanna House during Covid-19 Pandemic which facilitate family visits to see their loved one in a nice, warm and welcoming environment.</p>
--	---

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.

Pontcanna House consider that every one of our residents has the right to freedom and choice over how they wish to live their lives and to live with as much independence as is possible. Staff receive ongoing training and are encouraged to show flexibility and identify and overcome obstacles to resident choice.

We promote the freedom to choose and the right to live an independent life and identify the following:

- How our resident wishes to be addressed.
- Times of their going to bed and getting up
- What to eat and drink and when
- Use of time (ie of recreational activities)
- The arranging of their personal space
- Who to associate with
- The arranging of their personal affairs and finances
- Access to their accommodation and personal space
- Their care and support arrangements including medication.

If for any reason a team member observes the need to limit or restrict any of these choices and freedoms, the reasons should be discussed with the care manager and a suitable entry written into the residents care plan, so that further action can be taken to protect people's rights.

Pontcanna House also recognises its legal and moral duty to protect and care for our residents, who have been assessed as lacking mental capacity most of whom are vulnerable and may not always be capable of making choices that are in their best interests. It will, however, ensure that such residents are enabled to exercise as much choice as possible, eg having access to people and services that help them to express and exercise whatever choices they can make.

In respect of care and support, Pontcanna House seeks to maximise our residents choice by:

- Listening to, recording and as far as possible following individual's preferences for the staff who provide their care and support.
- Showing sensitivity to our residents feelings on the way in which our services that might invade their privacy or dignity are provided
- Ensuring that all care and support is documented in individual's care plan, implemented by person-centred approach and appropriate to their social and cultural values, and that it relates appropriately to that individual's needs and preferences.
- Pontcanna House always empowers our residents and their representatives to exercise their rights to see their personal information and records and respecting the confidentiality of their personal information
- Pontcanna House always involves our residents and their representatives as fully as possible if decisions must be taken

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.

In respect of our resident's health their medical requirements and other treatment, Pontcanna House seeks to maintain their health by:

- Helping residents and their representatives to select Health care professionals of their choice.
- Providing or accessing comprehensive information in individual care plan on health matters of concern.
- Making available appropriate and individualised support to residents who need help with medication or other health-related actions which fall within the care service's competence.

Food, drink, diet and mealtimes, are essential to maintaining our residents Health and Wellbeing by documenting as far as possible following individual resident preferences:

- Pontcanna House's weekly menu includes a choice of foods. Our residents are able to decide when, how, with whom and where they take their meals.

• Staff thoughtfully assisting residents with matters of food, drink and diet according to individual care plans with person centred approach to maintain their Health and Wellbeing.

Pontcanna House provides our residents with a wide range of daily activities to fulfil their needs and provide opportunities to develop their potential by:

- Arranging as varied and stimulating a social programme as possible, by having access to local educational, cultural, spiritual and recreational resources. Pontcanna House receives visits from Spiritual personnel. Also once a week our residents are visited by the children of the local school plus a wide range of external entertainers regularly provide entertainment.

- Supporting our residents to access as wide a range of activities as they would wish.

- Ensuring as far as possible the necessary facilities, assistance and equipment are provided for our resident's social activities.

- Where possible, assisting our residents to take part in activities outside the home.

- Providing comprehensive information on all available social and community activities that might be of interest to our residents.

- Pontcanna House celebrates every single event throughout the year, ensuring our residents have the choice to join the events of their choice.

- Personalising social activities to the needs and preferences of our residents following individual care plans with person centred approach.

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

Safeguarding residents is the central focus of Pontcanna House. There is a policy, procedures and processes in place to achieve this. Under the guidance of Wales Safeguarding Procedures for Adults at Risk.

Implementing Adults at Risk procedures to protect our residents is vital for Pontcanna House. Safeguarding creates a framework to follow which is designed to result in a high level of care, protection and Safeguarding with the residents' best interests at its heart.

The purpose of Adults at risk procedure is to ensure that Residents are the number one priority of all staff and visitors to the home. We work, in accordance with the Social Services and Well-being Act (Wales) 2014. This emphasises the importance of looking after our residents in a holistic and inclusive way. Their wellbeing happiness and safety is managed wholly in relation to, their Physical, Psychological, Spiritual and Social needs. As such, staff are trained to provide Person Centred Care within all aspects of their work.

Poncanna House follows Welsh Government statutory safeguarding guidance Working Together to Safeguard People by apply the legislative requirements and expectations of the Social Services and Well-being (Wales) Act 2014. The aim is to improve person-centred outcomes for adults at risk of abuse and neglect.

At Pontcanna House we promote and encourage staff to follow the following guiding principles:

Everyone's responsibility - Everyone at Pontcanna House Care Home has a responsibility to keep our residents safe from abuse and neglect.

Prevention – We will put sensible measures in place to prevent abuse, including the use of safe recruitment practices, promoting safe working practice and raising awareness of safeguarding.

Protection – We will provide policy, procedures, information and training to enable all Pontcanna House staff to identify and respond appropriately to concerns about abuse.

Partnership - Pontcanna House will work in Partnership with statutory, regulatory and other relevant organisations to ensure that safeguarding concerns are responded to appropriately.

Empowerment – We will be person-centred and uphold rights in our safeguarding work.

Accountability - We aim to be transparent in our approaches and recognise the need for continuous learning and improvement. Every individual working for Pontcanna House, irrespective of their role, has a part to play in safeguarding of vulnerable adults who need care and support. All staff will undertake training and must

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

Prior to admission an assessment is undertaken by the manager to provide an understanding of the care and support a resident may need in order to promote their well being and achievement of their personal outcomes whilst residing in Pontcanna House.

The assessment process involves a relationship where residents, their family/representatives and care staff, plan and deliver support together in order to meet identified personal outcomes. Assessment begins with the presumption that the individual is best placed to judge their personal well-being and promotes independence where possible

The manager assesses whether there are any barriers to achieving those outcomes; considers the person's carer needs, their choices and preferences; assesses any risks to the resident and consider the person's strengths and capabilities and a care plan is designed around the needs of the resident.

Pontcanna House is fully modernised and adapted to meet the needs of the residents.

There are 23 single rooms and 2 Shared Rooms (8 en-suites with hand wash basin and toilet)

The rooms are decorated and furnished to a high standard.

Residents and their representatives choose the room they like before admission, and they can personalise it to the way they like it to be. if at any time the individual needs change, Pontcanna House will offer our resident more suitable accommodation to meet their care needs by following their care plan.

Our communal areas include a dining room and three lounges where we also celebrate birthdays and special holidays and hold events and activities. The front garden has seating areas and we also have a delightful rear courtyard garden complete with a large gazebo for relaxing during the summer months. The Club House (sensory room) is at the rear of the property and has been designed as a café/bar area where activities, family meetings, meals, tea parties and celebrations take place throughout the year.

The kitchen is maintained to very high standards of cleanliness and hygiene. Regular nutritious meals are served and snacks and drinks are available throughout the day.

The Home meets all the necessary Health and Safety standards required and appropriate signs are displayed throughout the Home. A comprehensive risk assessment has been carried out for the needs of each resident.

The Home fully complies with all the Care Inspectorate of Wales requirements and all aspects of the Home and standards of care are regularly inspected including: Fire Safety

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)	17.50
--	-------

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
------------	-----------------

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	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.	
<p>Contractual Arrangements</p>	
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)	2
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	2
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?	No

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>	
<p>Filled and vacant posts</p>	
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	0
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	6
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training, Emergency first aid at work, COSHH, Nutrition allergy awareness, Adults at risk, Wellbeing Act 2014, MCA & DoLS, Parkinsons, Diabetes, Managing behaviour, Contenance care, Skin care/p ressure area care, Risk assessment, Record keeping, Person-centered care planning, Falls prevention, Record Keeping, Dysphagia, Diet food and texture and Legionella Awareness.
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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.	<p>Day shift - 8-2, 2-8, 8-5, and 8-8. 1 Senior whose responsibility is medication administration management. Typically 3 Senior staff on any one shift 8-2. Typically 2 Senior staff on any one shift from 2-8. The 8-5 shift has an additional 3 hours after 2 pm for 1 or 2 senior staff to complete a medication audit once a week, to complete a medication changeover, to order medications and to return monthly medication at the end of the 28 day medication cycle. Also to train and supervise new staff.</p> <p>Night shift - 8-8. 1 Senior on night shift with a senior in training.</p>
---	---

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

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	7
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	4
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, Emergency first aid at work, COSHH, Nutrition allergy awareness, Adults at risk, Wellbeing Act 2014, MCA & DoLS, Parkinsons, Diabetes, Managing behaviours, Continence care, Skin care/pressure area care, Risk assessment, Recordkeeping, Dysphagia diet food and texture, Legionella Awareness.
Contractual Arrangements	
No. of permanent staff	7
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)	5
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 - 8-2,2-8 and 8-8 Typically 3 staff Night shift 8-8 Typically 2 staff
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	5
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	2
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	5
Manual Handling	4

Safeguarding	2
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cossh Person-Centered Dementia Moving and Handling people Dysphagia, Diet food and texture Food Safety Fire Safety Adults at risk Wellbeing Act Health & Safety Emergency first aid at work
Contractual Arrangements	
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
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)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2

Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 3 Catering Wellbeing Act Food Safety Emergency first aid at work Infection Control Moving and Handling People Person-Centered Dementia Nutrition Allergy Awareness Fire Training Adults at risk Death, dying, and bereavement. End of life HASSAP
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.	Freelance Activities coordinator who has been in post since 2009. Key responsibilities are: Identify resident activity needs and wishes through assessment, observation and discussion. Liaise with activities staff, residents, relatives, friends of residents and staff to ensure full knowledge of the resident's likes, dislikes, interests, abilities and difficulties. Explore the most appropriate methods and resources for meeting activity needs, including group events, individual sessions, involving internal and external sources and involving community-based resources. Plan a varied programme of activity based on the needs of the resident group using the identified sources in conjunction with Management, the activities staff and other colleagues. Advertise the planned programme in an appropriate manner that encourages the involvement of all activities staff, residents, relatives and staff. Freelance maintenance-improvement works and carry out repairs.

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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, COSHH, Emergency first aid at work, Infection control, Adults at risk and Dementia care.
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