

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:	Sapphire Streams Limited	
The provider was registered on:	15/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Oaks	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/03/2020
	Responsible Individual(s)	Rachael Drew
	Manager(s)	Sam Woodward
	Maximum number of places	26
	Service Conditions	There are no conditions associated to this service
	Plas-y-Mwr Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	15/10/2018
	Responsible Individual(s)	Rachael Drew
	Manager(s)	Thandeka Nkopo
	Maximum number of places	33
	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	Mandatory training is allocated to all staff based on job role. Training topics reviewed by Manager and RI. Development training is identified by Manager and staff member - identified in induction progress, supervision, appraisals - can be a skills gap or career development training. Training Matrices track training progress, regularly reviewed by Managers. Training time is paid for. Training is mix of online, in-person short courses, longer qualifications. Close working ties with FE Colleges.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Retention: fair pay bandings (based on qualification level), quality Line Management; HR App on phones enabling staff to have easy access to employment information and manage annual leave; regular supervision and appraisal; opportunities to develop skills; career progression. Recruitment: safe recruitment process including rigorous interviews, vetting system including references, DBS checks, professional registration checks; following job offer - induction process, regular probationary reviews.

Service Profile

Service Details

Name of Service	Plas-y-Mor Nursing Home
Telephone Number	01745777290
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	Welsh and English are used in the provision of the service. In addition, we have staff who are fluent in the other languages.

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?	963.00
The maximum weekly fee payable during the last financial year?	2324.00

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?	Regular Residents Meetings - chaired by different staff members, Minutes taken and published; 'open-door' informal policy - so full access to the office; regular RI visits and related RI reports; feedback/surveys.

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	0
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?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Back garden area - with benches, borders, BBQ, pagoda; and courtyard space - with benches, smoking shelter.
Provide details of any other facilities to which the residents have access	Quiet lounge (1st floor) - a designated lounge for quiet space, well-being activities include massage, beauty. Laundry. Rehabilitation kitchen - full kitchen for independent cooking, regaining and learning new cooking skills. Lounge in 'Fairfield' - Fairfield is an area of Plas-y-Mor which enables more independent living.

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.

<p>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.</p>	<p>We were not inspected by CIW in this time period, however we have established an internal system for monitoring, reviewing and improving the quality of care and support by the service. I have identified that Plas-y-Mor was compliant with regulations. As per my RI Reg 73 and Reg 80 reports - this is done in a variety of ways, including (not limited to): regular Residents Meetings; open-door approach of Manager; engagement in care & support with multi-disciplinary approach; Residents' involvement in Care & Support plans; opportunities in terms of health & wellbeing. Care & Support plans (now digital) are reflective, are regularly reviewed, relevant 'tasks' reflect the Care & Support plans on the system. Continuous improvement is important to the Service - and this is reflected in the ongoing work to continue to improve person-centred focus/planning.</p>
<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>We were not inspected by Care Inspectorate Wales during the reporting period. However, we have established an internal system for monitoring, reviewing and improving the quality of care and support provided by the service. This identified Plas-y-Mor was compliant with regulations. As per my RI Reg 73 and Reg 80 reports, this was met in many ways (including, not limited to): good co-working with multi-disciplinary teams in order to maintain/improve Residents health/well-being; links with friends/family/local support groups; opportunities and encouragement to engage in well-being activities suitable for the individual's needs including holidays, days out, visits, support to maintain family visits etc.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We were not inspected by CIW in this time period, however we have established an internal system for monitoring, reviewing and improving the quality of care and support by the service. I have identified that Plas-y-Mor was compliant with regulations. This is done in a variety of ways, including (not limited to): staff awareness/skills/training; low staff turnover; good working relationships with local Safeguarding team; transparency and co-working with multiple agencies; strong management approach; safe guarding tracker (used by RI) etc.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We were not inspected by CIW in this time period, however we have established an internal system for monitoring, reviewing and improving the quality of care and support by the service. I have identified that Plas-y-Mor was not fully compliant with all regulations in this time period - but improvements have been made, including increased external support for specialist work (such as external specialist consultancy for review of our Fire Risk Assessment). Improvements in terms of re-decoration have been made to the building including the new 1st floor quiet lounge, and the rehabilitation kitchen - both of which have direct impact on the quality of the lives of Residents who use these facilities. Further improvements are happening, including re-decoration of the hallway; in addition there are plans to improve the courtyard area in 2023. This shows focus of the Management and Buildings team to continue to improve the accommodation.</p>

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)	25.50
--	-------

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>	
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	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manager Training - including: Coaching & mentoring programme (with external specialist);
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
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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deputy Manager training including bespoke training course (with external provider) -
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?	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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	These posts are 2 x Senior Nurses (no Induction training was required as these staff members were in post during this year). Other training includes (not limited to): Mental Capacity, advanced Medicines Administration (on electronic MAR), Breakaway training.
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)	2
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 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

Registered nurses	
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	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	3
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Variety of training including (not limited to): electronic Medicines Management Administration, Challenging Behaviour.

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4

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)	3
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.	Shift pattern - 07:45 - 20:00 (day); 19:45 - 08:00 (night) Numbers of staff (care only - excluding Manager/Deputy/domestics/cooks/admin/Buildings) - Day 2 Nurses plus up to 5 SCWs; Night - 1 Nurse plus 2 SCWs. In addition - On-call Nurse to support 24x7.
Senior 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	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	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior SCWs undertake additional training - including Medicines Management (electronic MAR), other health related training such as Wound Care/Pressure care. Note Food Hygiene Training is undertaken by Night staff only (as in day shifts - cooks/kitchen assistant prepare food).
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)	4
No. of part-time staff (17-34 hours per week)	0
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.	08:00 - 20:00 (day); 20:00 - 08:00 (night) - full-time means 7 out of 14 days are worked with every other weekend off. 1 to 2 Seniors SCW per day shift; 1 Senior SCW night shift.
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
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	1
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	7
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training includes (not limited to): Health & Social Care NVQ training - depending on person - L2 or L3; Mental Capacity; Pressure Care etc.
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	2
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)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</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.	08:00 - 20:00 (day); 20:00 - 08:00 (night). Day - up to 5 SCWs; Night - 2 SCWs.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
<p>Domestic staff</p>	
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	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training (includes not limited to): COSHH training, Driving for Business where relevant, NVQ training - Hospitality services.
<p>Contractual Arrangements</p>	

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)	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	3
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	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training includes: Nutrition & Diet
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)	3
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	3
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.	3 people - Maintenance Person - in-charge of small team (plus working with external agencies) to co-ordinate/carry out repairs, maintenance, improvement works and H&S checklists and inspections. In charge of 2 staff - Part-time Maintenance Person - carry out repairs/maintenance, improvement works, delegated tasks from Maintenance person above. Apprentice Maintenance Person - Apprentice (Multi-trade) working under the supervision and guidance of the above.
Filled and vacant posts	
No. of staff in post	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Apprenticeship via Coleg Cambria; driving for business where relevant etc.
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)	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	2
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	The Oaks
Telephone Number	01745777290
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	675.17

Complaints

What was the total number of formal complaints made during the last financial year?	1
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?	Various including (not limited to): surveys, Residents feedback sessions (individual and/or small group sessions), open door to office, close working with families.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	26
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Courtyard Garden - enclosed courtyard garden with multiple access doors, seating areas, greenery, raised beds. Lovely space to enjoy outside in a safe and independent way.</p> <p>Back garden - with pagoda, outside heating, seating areas, raised beds, grassed area. Ideal for outside visits and garden events, meeting friends and family.</p>
Provide details of any other facilities to which the residents have access	Hairdressing room - small hair salon (ground floor), with (mainly weekly) visiting hairdresser.

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>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.</p>	<p>We were inspected by CIW in this time period (at time of this submission - inspection report in progress). We have an established internal system for monitoring, reviewing and improving the quality of care and support by the service. I have identified that The Oaks was compliant (see next section for non-compliance/improvement). As per my RI Reg 73 and Reg 80 reports - this is done in a variety of ways, including (not limited to): Residents Meetings; engagement in care & support with multi-disciplinary approach; Residents' involvement and engagement with staff; strong focus on person-centred approach - reflected in Care & Support plans; opportunities in terms of health & wellbeing. Care & Support plans (now digital) are reflective of individual's needs. The service recognises areas it wishes to improve, and has action plans which are regularly reviewed.</p>

<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>We were inspected by CIW in this time period (at time of this submission - inspection report in progress). I have identified that The Oaks was not compliant in this area - due to records not always reflecting/correctly recording in detail the tasks/Care & Support/professional contact. This was identified and corrected. There is an internal system for monitoring, reviewing and improving the quality of care and support provided by the service - and the service's processes have been changed in order to improve this area. As per my RI Reg 73 and Reg 80 reports, there are good areas evidencing good practice (including, not limited to): good co-working with multi-disciplinary teams in order to maintain/improve Residents health/well-being; links with friends/family/homely approach; opportunities and encouragement to engage in person-centred well-being activities suitable for the individual's needs including games, crafts, supporting visits outside, garden areas, celebrations, entertainment, some links with local children etc. The service recognises areas it wishes to improve, and has action plans which are regularly reviewed.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We were inspected by CIW in this time period (at time of this submission - inspection report in progress). I have identified that people feel safe and protected from abuse and neglect, and there is a robust system for reporting and good practice in reporting/gaining advice/co-working with Safeguarding teams. Some record keeping was not always contemporaneous to action/task/information - as such I am unable to report that The Oaks was fully compliant during this period. However, changes were made to the service's forms/digital processes to fix and improve this area. Further positive actions were taken to improve this including - staff training and monitoring record keeping was significantly increased to ensure better practice in terms of records. This corrected the issue raised. The service recognises areas it wishes to improve, and has action plans which are regularly reviewed.</p> <p>The service has good focus and practice in many areas including (not limited to) - staff awareness/skills/training; improving staff retention; good working relationships with local Safeguarding team; transparency and co-working with multiple agencies; strong management approach; safeguarding tracker (used by RI) etc.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We were inspected by CIW in this time period (at time of this submission - inspection report in progress). There is an internal system for monitoring, reviewing and improving the quality of accommodation which supports Residents wellbeing and achievement of outcomes. The service was not fully compliant in this area - but the service had already identified improvements, and the service has been implementing these improvements since the spring. These are continuing and are having a positive impact on wellbeing. Examples include re-decoration of bedrooms, increased colour (1st floor lounge), increased management focus on scrutiny of buildings maintenance task list etc. There is Manager focus, and appropriate resource (internal and external) allocated, to continue to make improvements.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>22.85</p>

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	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.	Registered Manager as of 31st March '23 - Individual Learning & Development plan. Training includes (not limited to): L5 in Health & Social Care Leadership & Management, St Johns Ambulance First Aid Training, Mental Capacity, Electronic Medication Administration system training (eMAR - ATLAS). The Service also has an Mentoring Programme and Registered Manager is mentored by an External Mentor.
<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
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>	
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	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.	As of 31st March '23 - in addition to the above, further training was undertaken by Deputy including (not limited to) Mental Capacity, All Wales Induction Framework - Principles & Values Award, Manual Handling - Train the Trainer, Driving for Business, Electronic Medication Administration - safe eMAR (ATLAS), bespoke Deputy Manager course etc.
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
<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
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?	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	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	13
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Seniors training also includes (not limited to): Care & Support drafting/reviewing, legislation, Capacity, record keeping, electronic Medication Management Administration etc.
<p>Contractual Arrangements</p>	
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)	6
No. of part-time staff (17-34 hours per week)	0
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.	8am - 8pm Days; 8pm - 8am nights. Average staffing in each shift: DAYS - Senior SCW, supported by 3 - 5 SCWs (plus other staff - domestics, cook, maintenance, Manager and/or Deputy Manager) NIGHTS - Senior SCW, supported by 2 - 3 SCWs
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	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	8
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	6
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SCW also undertake training for purposes of additional skills/development - may depend on their role/special interest. Courses including (not limited to) - pressure care, oral health, preventing urinary tract infection etc.
Contractual Arrangements	
No. of permanent staff	8

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
<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)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</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>8am - 8pm Days; 8pm - 8am nights. Average staffing in each shift: DAYS - Senior SCW, supported by 3 - 5 SCWs (plus other staff - domestics, cook, maintenance, Manager and/or Deputy Manager) NIGHTS - Senior SCW, supported by 2 - 3 SCWs</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
<p>Domestic staff</p>	
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	7
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	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The role includes relevant role training e.g. COSHH, Driving for Business, NVQ learning - e.g. in hospitality (at Level 2 or 3).

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)	3
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	3
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
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
<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	1
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 - co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	
<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	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)	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