

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:	Speed 9395 Limited	
The provider was registered on:	08/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Sw-n-y-Mor Care Centre	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	08/07/2019
	Responsible Individual(s)	Rishi Sodha
	Manager(s)	Ceri Breeze
	Maximum number of places	91
	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	We have identified mandatory training that all staff should undertake to provide them with underpinning knowledge to deliver a high standard of care. This has been supported by clinical competency training for all our qualified nurses to cover the needs of the home. The training is accessed by online training, a supportive health authority for clinical skills and external sources for any specific need identified within the home.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In line with the company's safe recruitment policy, we have been able to employ staff for our care and ancillary team locally. We have worked closely with the Home Office to obtain a sponsorship licence to enable us to recruit nurses and care staff from overseas. Which has proved successful and the home is fully meeting its staffing needs at the moment.

Service Profile

Service Details

Name of Service	Sw-n-y-Mor Care Centre
Telephone Number	01639894533
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	Staff use apps when needing to communicate with residents whose first language isn't English.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	145
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Fees Charged

The minimum weekly fee payable during the last financial year?	619.96
The maximum weekly fee payable during the last financial year?	1620.94

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	5
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year we have engaged with residents and families, meeting together often in groups or individually. We have undertaken surveys and listened to the feedback. Management walks the home daily interacting with residents and visitors, we also operate an open door policy. One channel of communication that has proved to be very successful over the last year has been social media. With the residents consent the home regularly posts events that have taken place or we are planning. We have received positive and constructive feedback from posts, often these posts achieve over 150 different comments. Feedback from relatives that live away in this country and abroad feel included in their relatives lives at Swyn-y-Mor. This interaction between families and the staff team has a twofold benefit as it improves staff moral.</p>

Service Environment

How many bedrooms at the service are single rooms?	91
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	91
How many bathrooms have assisted bathing facilities?	12
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	<p>We have a large garden area surrounding the home which has access to the beach. We have a paved area and a summer house where we hold BBQ's and other activities. There is a small pitch and a put and an area where ball games can be played. We have a raised veranda adjoining our restaurant which is open for use to residents and relatives, which gives extensive views over the Gower Peninsula. We have an enclosed garden areas with raised beds to facilitate the gardening club. We have a conservatory which residents can use all year round with views of the bay inviting the outside in even during inclement weather. We are lucky to own two specialised beach wheelchairs, which allows our ladies and gentlemen to dip their toes in the sea.</p>

Provide details of any other facilities to which the residents have access

Residents have access to a pub called the Creaky Joint and cinema room where residents join together to watch films or sporting events, adjoining the cinema is our library area which has an extensive range of fiction and non fiction books, which include large print and audio books. We have a large restaurant which is open for private parties and specialist events, also available is a small cafe for use by families and visitors with wifi access.

Also available to the residents is the Blush Boutique which is a fully equipped hair salon which our visiting hairdresser uses. It's also an area that the activities team use to provide pampering sessions such as manicures and facials.

We have a mini bus which the activities team use to take residents on outings for fish and chips or icecream, or even to attend a theatre to watch a show.

The activities team have a designated area where they hold a variety of craft sessions.

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>In line with Company's Governance Policy all those who are using the service are encouraged to be involved and make their voices heard. This is supported by surveys, group and individual meetings gaining their input into how the home is run. All our ladies and gentlemen have individualised care plans and they are involved in developing these plans to express their wishes, choices, and opportunities that they would like offered. These are reviewed monthly.</p> <p>Staff are met with bimonthly for supervision meetings where they are encouraged to be involved in changes in the safe running of the home and yearly appraisals. Staff undertake training to support them with underpinning knowledge to deliver a high standard of care and are aware of the whistle blowing policy to ensure safety is maintained.</p> <p>Management walks the home daily and takes the opportunity to speak to residents, staff, and visitors and an open-door policy is in place for access to the management team. Quality and Compliance Manager undertakes audits to ensure individuals needs are being met. Key Point Indicators are completed monthly to monitor effectiveness of the service and to highlight any areas of concern.</p> <p>Responses are evaluated and actions implemented to respond to their choices. Several comments are how the home cared for the whole family.</p> <ul style="list-style-type: none"> • We just wanted to say thank you to all their team. As a family we were touched by your level of care and thoughtfulness you showed both professionally and personally we couldn't have wished for more. • We knew she was never alone and was loved by you all. • My mother and the family were looked after with a lot of respect and bags of care and love. <p>There were some concerns over staffing levels and the home reassured that dependency levels are monitored using the assessment tool and staff increased when the need arises.</p> <p>It has always been the ethos of Swn y Mor that people are encouraged to continuing living life to the full and taking risks to enable them to continue to do so. We have a varied activity programme supported by 2 designated activities organisers which has seen them enjoying swimming in the sea, day trips for sightseeing,, shopping, meals out and in house events such as accessing the area, barbecues and families are encouraged to be actively involved.</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>Our residents health and wellbeing is monitored closely. We work closely with local agencies to promote health and wellbeing. Our service users are seen regularly by an optician and a dentist</p> <p>To prevent hospital admissions we receive support from a local team of staff based at our local hospital Our nursing staff work closely with the Acute Clinical Team to prevent hospital admission if the resident chooses to be treated at the home.</p> <p>Our local GP's and palliative care team work with us in providing end of life care at the home should a resident chose to spend their last days with us, to support relatives during this difficult time we are able to offer them a room where they can rest or stay over night if needed. We provide relatives with a "Cwtch Basket" which contains a kettle, tea/coffee, biscuits, toothbrush/toothpaste, snacks, tissues, wetwipes, to support them during their stay with their loved one.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The policy of the home states that we will not tolerate any form of abuse to residents or staff. To raise awareness for prospective residents and families we have introduced an easy read "Keeping Safe From Abuse" booklet. This will provide them with the knowledge they need to talk to us about any concerns. To support this we ensure that all staff during induction receive training in safeguarding and whistleblowing. This area is always on the staff supervision agenda and they are reminded of the importance and given the opportunity to discuss any concerns they may have.</p> <p>We work closely with our safeguarding team and discuss any concerns that we may have and submit referrals in a timely manner when needed. The home aims to be open and transparent at all times.</p> <p>The manager undertakes monthly audits which can highlight concerns regarding weight loss, pressure damage, infection control. Any concerns found are raised under the safeguarding process.</p> <p>The manager undertakes a daily walk around of the home which gives her the opportunity to speak to residents, relatives and staff, there is also an open door policy at the home where the manager will aim to meet with residents and families to discuss any concerns they may have.</p>

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

The ethos of the home support residents to live an active life as they wish and enable them to take risks.
 On admission residents are encouraged to share with us how they would like to spend their daily life, this considers preferences and past life. We discuss wishes that they have and support them to achieve their goals. They can set their times for getting up/going to bed/meals.
 We recognise that risks are involved in all activities, and we support residents to understand and take these risks and minimise the hazards.
 Our activities organisers plan monthly activities taking into consideration all residents past interests, hobbies and recognise significant dates to arrange celebration.
 Residents have their own bedrooms and are supported to decorate it to their preference.
 We have open visiting at Swn-y-Mor however we aim to protect our mealtimes and ask that visitors support us by visiting outside these times where possible, and pets are allowed to visit.

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)	69
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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	105
	No. of posts vacant	2
	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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	I have also undertaken training in syringe driver administration, peg care. Mental health first aid.
Contractual Arrangements	
No. of permanent staff	105
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	8
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)	69
No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	13
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	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.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
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	12
No. of posts vacant	2
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	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care 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	66
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	28
Health & Safety	66
Equality, Diversity & Human Rights	66
Infection, prevention & control	66
Manual Handling	66
Safeguarding	66
Medicine management	66
Dementia	66
Positive Behaviour Management	66
Food Hygiene	66
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	66
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	5
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)	36
No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	11
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.	Typical shift times 08:00 - 20:00 20:00 - 08:00 08:00 - 14:00 on average there are 17.5 staff by day and 8 by night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	66
No. of staff working towards the required/recommended qualification	10
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	12
No. of posts vacant	2
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	12

Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	12
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	3
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	3
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 - 07:45 - 20:00 Night shift 19:45 - 08:00 Monday to Friday there are 6 nurses in the building Weekends - 4 nurses in the building Nights 2 nurses in the building
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	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
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.	Day shifts - 07:45 - 20:00 Night Shift 19:45 - 07:45 There is one senior carer by days and one senior carer by night.
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?	No
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	9
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	1
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9

Medicine management	0
Dementia	9
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
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)	7
No. of part-time staff (16 hours or under per week)	1
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	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	0
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	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	1
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
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.	Activities Coordinator Administrator Maintenance
Filled and vacant posts	
No. of staff in post	6
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	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	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0