

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:	St. Davids Care in the Community Ltd.
The provider was registered on:	23/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Pen y Daith	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/04/2019
Responsible Individual(s)	Lynda Hall
Manager(s)	Alexander Rosemeyer
Maximum number of places	10
Service Conditions	There are no conditions associated to this service
Spring Gardens	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/04/2019
Responsible Individual(s)	Lynda Hall
Manager(s)	Maureen Jones
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Caersalem	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/05/2019
Responsible Individual(s)	Lynda Hall
Manager(s)	Alexander Rosemeyer
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Fairfield	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/04/2019
Responsible Individual(s)	Lynda Hall
Manager(s)	Ria Rosemeyer
Maximum number of places	7
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

All new staff undertake the All Wales Induction Framework for Health and Social Care staff. Current staff undertake a detailed, on-going training programme which they continue to update as and when required. We offer an e-learning platform for many bespoke courses, and liaise closely with Pembrokeshire College and Pembrokeshire CC Social Services Training Department for additional courses. We also commission training from private providers.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Recruitment of Social Care staff has remained challenging during the last financial year. We use a variety of on-line job vacancy listings, including Job Centre Wales, Careers Wales and Pembrokeshire hire Hub. All staff must have reliable and verified references, full employment histories and a current Enhanced DBS check before being offered a position within our Company. DBS checks are then renewed every three years. A new member of staff is mentored and shadows an experienced senior for 3 months.

## Service Profile

### Service Details

Name of Service	Caersalem
Telephone Number	01437720073
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages.

### Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	656.53
The maximum weekly fee payable during the last financial year?	912.76

#### 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?	<p>We work with people through ongoing review of individual needs to ensure that well-being is promoted and that choice in relation to all aspects of daily life is respected. To do so we consult informally with people regarding daily activities, for how they wish to spend their day and when providing support with personal care. Changes in relation to how care should be delivered are then reflected in amended care plans.</p> <p>The RI, Caersalem Manager and staff consult individually with people to ensure that they have access to activities in and away from the care home which reflect their choices, and the staff rota is developed to enable people to access activities away from Caersalem when staffing support and transport is required.</p> <p>We consult with individuals, their families and with all agencies with whom we work throughout the year to seek their views regarding the quality of care. We do so through informal meetings with people each day, house meetings, surveys and during formal reviews.</p>

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	In 2022 a large wooden summerhouse was erected in the back garden of Caersalem and extensive grounds work was completed in both front and back gardens. The summerhouse had complete electrics installed for lighting and heating, and use of IT/television provision. The summerhouse provides light, open space for eating meals and/or educational activities such as reading and art/craft work.
Provide details of any other facilities to which the residents have access	Company transport through a fleet of minibuses and smaller cars enables staff to assist people to attend medical appointments, concerts and theatre outings, Gateway Club, Pembrokeshire College, etc.

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>A new activities rota was devised during this period and sent weekly to Caersalem so residents could clearly see what activities were on offer and staff could support those interested residents to attend.</p> <p>Art &amp; Craft continued throughout the summer, autumn and a new art therapist began work with individual residents from Caersalem in January at our community venue Ebenezer.</p> <p>IT - Caersalem continued to use WhatsApp Groups to share information and photographs of resident activities with staff and residents in other homes. Those residents with personal IT were supported to add new games and apps to their devices and a new large-screen television was purchased for the communal lounge.</p> <p>Pembrokeshire College course certificates were presented to our residents by the ILS College Coordinator in August, and a new College year 2022/23 began in September, with one Caersalem resident returning to the main campus and the new college facility in Withybush Showgrounds after two years of college online. Everyone was so pleased to be back live.</p> <p>Several Caersalem residents began volunteering in the new St. Davids Community Garden in the autumn months.</p> <p>Special birthday celebrations were held in Caersalem with take aways or birthday meals out with friends. The home was decorated with resident's artwork for special holidays and events.</p> <p>Gateway Club began again in September after being closed for nearly three years due to Covid. Ten residents who chose to attend rotated every other week for the 8 seats we provide in our escorted transport (one from Caersalem). All residents were excited to see friends again from around North Pembrokeshire after such a long time apart.</p> <p>Staff supported all Caersalem residents who wished to visit their families over the Christmas/New Year period by providing escorted travel in Company cars or on the train.</p> <p>One resident regularly visited with his girlfriend from another home and they accessed cafes and restaurants plus an open mic night at the local tourist information centre.</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>All Caersalem health checks and monitoring took place throughout the year. PIP and DoLS reviews were held; LA reviews took place for several residents, with any changing needs identified and care plans updated 6-monthly or more frequently as needs identified.</p> <p>Residents were assisted to attend all consultant/specialist medical appointments; all covid vaccinations and boosters were either done in public vaccination centres or within the care home. Specialist mobility aids were purchased, wheelchair ramps extended, disability blue badges obtained for all company vehicles.</p> <p>Family visits to see their son/daughter/sibling in St. Davids increased as covid restrictions eased. The summerhouses erected in 3 care home gardens provided lovely garden spaces in which to visit and catch up with one another. Bereavement support was provided to residents who lost family members in the year and additional escorted travel meant residents could spend more time with families.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff recruitment: Staff rota reviews and recruitment discussions with senior staff took place on a weekly basis to monitor staffing levels in the home. Safe staff recruitment procedures were followed at all times by applying for DBS checks and two references taken prior to starting dates agreed. New staff working in the home were inducted by the home manager and shadowed a more senior staff member. A return to work meeting was held for one member of staff after long-term health issues.</p> <p>Staff training: An E-learning staff training contract was entered into which required 10 mandatory training modules to be completed, including Protection of Vulnerable Adults and Safeguarding. We renewed our training partnership with Pembrokeshire College for the Autumn term which began with refresher training for Moving and Positioning for all staff. The RI and Home Manager attended the on-line CIW events to keep current on changes and updates.</p> <p>A Safeguarding issue occurred in June regarding a staff member, and immediate action was taken by the Company, with all policies and procedures correctly followed after liaising with our Employment Solicitors. The Safeguarding Team and CIW were kept fully informed throughout this process and the staff member resigned shortly thereafter.</p> <p>Staff policies, procedures, and training: Contracts of employment formulated by our Employment Consultancy were reviewed, to include all recent employment law changes, staff recruitment and DBS requirements.</p> <p>DOLS: A Lambeth DOLS assessment for a Caersalem resident took place in February.</p> <p>Staff meetings: We reviewed a new protocol for 2023 with regular face-to-face meetings between managers and deputy's and occasionally the RI, accounts and office managers to develop consistency of approach with Teams to be used if absolutely necessary. Staff supervisions were reviewed and discussed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Caersalem care home upkeep and projected maintenance with a priorities list was discussed between the RI and the home manager on a monthly basis. Redecoration and rewiring in Caersalem occurred during this period.</p> <p>Outdoor/Garden spaces for residents and visitors: Caersalem garden was given a complete overhaul after several years growth. Many trees and bushes were cut back to let more light in and give back space. All branches were chipped for use as mulch around the garden. Work began in mid-October on preparing the ground for a new education summerhouse to be enjoyed by all residents</p> <p>RI Care Home visits provided an opportunity for the RI to make maintenance observations, and her records were documented and passed on to relevant parties. She visited Caersalem to view the new summerhouse being constructed and agreed a change to the windows and insulation. A large lounge window was replaced with safety glass. Storage sheds were viewed with new freezers, and a review of food stock was taken. Cleaning needs in utility areas were noted, and shed security and locks were checked. On a further visit she advised of a new cleaning company to assist with cleaning required and checked the new replacement window in lounge.</p> <p>Plumbing checks took place to bleed radiators, replace the main tap in kitchen and a new sink in bedroom with single tap (requested by a resident).</p> <p>Annual Fire Safety Home inspections took place in early January with any faults identified corrected. Fire extinguishers were checked and serviced for all homes in March. Annual Properties Insurance was reviewed and signed for another year.</p> <p>Vehicle maintenance and upgrades continued.</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) 5

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	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.	none
<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

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?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4

Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Typical shift patterns in operation for employed staff</b>	
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 patterns are 9 am to 5 pm and 5pm to 9am (th is includes a sleep-in shift, from 10 pm to 6 am). All staff work to this shift pattern, but some might do two shifts back to back, for example, a 24 hour period working in the home.
<b>Staff Qualifications</b>	
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
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
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 Officer - To co-ordinate / carry out repairs, home and garden maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment. We supplement this workload with outside contractors for larger jobs or other jobs requiring a different skill set.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire systems safety checks and weekly monitoring. Vehicle systems safety checks and weekly monitoring.
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	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

#### Service Details

Name of Service	Fairfield
Telephone Number	01437721997
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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### Fees Charged

The minimum weekly fee payable during the last financial year?	620.66
The maximum weekly fee payable during the last financial year?	912.76

### 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?	<p>We work with people through ongoing review of individual needs to ensure that well-being is promoted and that choice in relation to all aspects of daily life is respected. To do so we consult informally with people regarding daily activities, for how they wish to spend their day and when providing support with personal care. Changes in relation to how care should be delivered are then reflected in amended care plans.</p> <p>The RI, Fairfield Manager and staff consult individually with people to ensure that they have access to activities in and away from the care home which reflect their choices and the staff rota developed to enable people to access activities away from Fairfield when staffing support and transport is required.</p> <p>We consult with individuals, their families and with all agencies with whom we work throughout the year to seek their views regarding the quality of care. We do so through informal meetings with people each day, house meetings, surveys and during formal reviews.</p>

### Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>We have ramped access for wheelchairs to access the large garden area and a gravelled path to a new summerhouse that was erected in 2022. This has recently been wired for electrics which can provide for heating, TV and computers. A large chicken coop houses chickens and Fairfield residents collect the eggs. A large fish pond is enjoyed by all, with plenty of seating areas and space for portable gazebos to protect from summer sun. There is a large outdoor laundry shed that all Fairfield residents utilize, and a conservatory with treadmill and other exercise equipment available.</p>
Provide details of any other facilities to which the residents have access	<p>All Fairfield residents can access our Company transport vehicles to attend medical appointments, theatre and cinema, shopping, Gateway Club and Pembrokeshire College.</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.

A new activities rota was devised during this period and sent weekly to Fairfield so residents could clearly see what activities were on offer and staff could support those interested residents to attend.

Art & Craft continued throughout the summer and autumn, with a new art therapist who began work with small groups from Fairfield and other houses in January at our community venue Ebenezer. Knitting continued to be enjoyed in the Scout Hut building in St. Davids with volunteers working with four Fairfield residents who chose to join in this each week.

Fairfield residents and staff continued to use WhatsApp Groups to share information and photographs of activities with staff and residents in other homes. Those residents with personal IT were supported to add new games and apps to their devices.

Pembrokeshire College course certificates were presented to Fairfield residents by the ILS College Coordinator in August, and a new College year 2022/23 began in September, with two Fairfield residents returning to the main campus and the new college facility in Withybush Showgrounds after two years of doing college on-line. Everyone was so pleased to be back live.

Several Fairfield residents began volunteering in the new St. Davids Community Garden in the autumn months.

Special birthday celebrations were held in Fairfield with takeaways or birthday meals out with families and friends.

Gateway Club began in September after being closed for nearly three years due to Covid. Ten residents who chose to attend rotated every other week for the 8 seats we provide in our escorted transport (three from Fairfield). All residents were excited to see friends again from around North Pembrokeshire after such a long time apart.

Staff supported all Fairfield residents who wished to visit their families over the Christmas/New Year period by providing escorted travel in Company cars or on the train. One Fairfield resident was supported to meet family for international travel.

One Fairfield resident regularly visited with her boyfriend from another home and they accessed cafes and restaurants plus an open mic night at the local tourist information centre and occasional visits into town on the service bus.

<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>All Fairfield resident health checks and monitoring took place throughout the year. LA reviews took place for several residents with any changing needs identified and all Fairfield care plans were updated 6-monthly or more frequently as required.</p> <p>Residents were assisted to attend all consultant/specialist medical appointments; all covid vaccinations and boosters were either done in public vaccination centres or within the care home. Specialist mobility aids were purchased, wheelchair ramps extended, disability blue badges obtained for all company vehicles.</p> <p>Family visits to see their son/daughter/sibling in St. Davids increased as covid restrictions eased. The summerhouses erected in 3 care home gardens provided lovely garden spaces in which to visit and catch up with one another. Bereavement support was provided to residents who lost family members in the year and additional escorted travel meant residents could spend more time with families.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff recruitment: Fairfield staff rotas were reviewed and recruitment discussions with senior staff took place on a weekly basis to monitor staffing levels in the home. Safe staff recruitment procedures were followed at all times by applying for DBS checks and two references taken prior to starting dates agreed. New staff working in the home were inducted by the home manager and shadowed a more senior staff member.</p> <p>Staff training: An E-learning staff training contract was entered into which required 10 mandatory training modules to be completed by Fairfield staff, including Protection of Vulnerable Adults and Safeguarding. We renewed our training partnership with Pembroke College for the Autumn term which began with refresher training for Moving and Positioning for all staff. The RI and Home Manager attended the on-line CIW events to keep current on changes and updates.</p> <p>Staff policies, procedures, and training: Contracts of employment formulated by our Employment Consultancy were reviewed, to include all recent employment law changes, staff recruitment and DBS requirements.</p> <p>Staff meetings: We reviewed a new protocol for 2023 with regular face-to-face meetings between managers and deputy's and occasionally the RI, accounts and office managers to develop consistency of approach, with Teams to be used if absolutely necessary. Staff supervisions were prepared, reviewed and discussed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Fairfield care home upkeep and projected maintenance is discussed between the RI and the Fairfield Manager on a monthly basis with a priorities list developed. Staff record maintenance jobs needed and submit requests to the office. Some redecoration and rewiring in Fairfield occurred during this period.</p> <p>Outdoor/Garden spaces for residents and visitors: The large Fairfield garden was given a complete overhaul after several years growth. Many trees and bushes were cut back to let more light in and give back additional space. All branches were chipped for use as mulch around the garden. Work began in mid-October on preparing the ground for a new education summerhouse to be enjoyed by all residents.</p> <p>RI Care Home visits provide an opportunity for the RI to make maintenance observations, with records documented and passed on to relevant parties. She visited Fairfield regularly, as this property is also the Company Registered Office. She viewed the new summerhouse being constructed and agreed a change to several window and doors into the care home and new loft insulation. This was part of an energy efficiency grant secured by the care home in 2022 to assist in improvements. Storage sheds were viewed with a review of food stock taken. Cleaning needs in utility areas were noted, and shed security and locks were checked.</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) 6

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 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. QCF L5 work continuing with Pembrokeshire College.

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?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7

Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No additional training.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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>A typical Fairfield shift pattern is a daily 9 am to 5 pm shift plus a 5 pm to 9 am shift (this includes a sleep-in shift from 10 pm to 6 am).</p> <p>All staff work in this shift pattern; however some may elect to work a double, back-to-back shift which equates to a 24 hour shift.</p>
<b>Staff Qualifications</b>	
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	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
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 Officer - to co-ordinate / carry out repairs, maintenance, improvement works and fire, health and safety inspections in keeping people safe in a well maintained environment.

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire systems and safety training.
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	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

#### Service Details

Name of Service	Pen y Daith
Telephone Number	01437721710
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages used.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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### Fees Charged

The minimum weekly fee payable during the last financial year?	860.00
The maximum weekly fee payable during the last financial year?	2166.61

### 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?	<p>We work with people through ongoing review of individual needs to ensure that well-being is promoted and that choice in relation to all aspects of daily life is respected. To do so we consult informally with people regarding daily activities, for how they wish to spend their day and when providing support with personal care. Changes in relation to how care should be delivered are then reflected in amended care plans.</p> <p>The RI, Pen-y-Daith Manager and staff consult individually with people to ensure that they have access to activities in and away from the care home which reflect their choices and the staff rota developed to enable people to access activities away from Pen-y-Daith when staffing support and transport is required.</p> <p>We consult with individuals, their families and with all agencies with whom we work throughout the year to seek their views regarding the quality of care. We do so through informal meetings with people each day, house meetings, surveys and during formal reviews.</p>

### Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The residents of Pen-y-Daith have a secure, fenced in garden paved with slabs and edged with raised stone beds. The garden area and flower beds are accessible for wheelchair access. A security code combination lock allows entrance at the side gate in to the garden area. Outdoor tables with sun shades and chairs can be accessed in good weather, and a small summerhouse was erected to provide sheltered indoor space during inclement weather. The summerhouse doors open wide onto the patio area for expanded space for outside picnics and bbq's. There is a large outdoor laundry shed housing washers and dryers that residents can access.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have access to the Company's fleet of small minibuses and cars for access to medical appointments, shopping and leisure outings. Two Pen-y-Daith residents are in receipt of motability vehicles, both of which are wheel-chair accessible.</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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

A new activities rota was devised during this period and sent weekly to Pen-y-Daith so residents could clearly see what activities were on offer and staff could support those interested residents to attend.

Art & Craft continued throughout the summer and autumn, with a new art therapist who began work with small groups from Pen-y-Daith and other houses in January at our community venue Ebenezer as well as art activities in the care home. The home was decorated for all special holidays and birthdays with art made by the residents themselves.

Pen-y-Daith residents and staff continued to use WhatsApp Groups to share information and photographs of their activities with staff and residents in other homes. Those residents with personal IT were supported to add new games and apps to their devices, and one resident had a computer installed for his specific use in the communal area.

Pembrokeshire College course certificates were presented to our residents by the ILS College Coordinator in August, and a new College year 2022/23 began in September, with two Pen-y-Daith residents returning to the main campus and the new college facility in Withybush Showgrounds after two years of doing college on-line. Everyone was so pleased to be back live.

Several Pen-y-Daith residents began volunteering in the new St. Davids Community Garden in the autumn and spring months.

Special birthday celebrations were held in Pen-y-Daith with take aways or birthday meals out with families and friends.

Gateway Club began in September after being closed for nearly three years due to Covid. Ten residents who chose to attend rotated every other week for the 8 seats we provide in our escorted transport. All residents were excited to see friends again from around North Pembrokeshire after such a long time apart.

Staff supported all residents who wished to visit their families over the Christmas/New Year period by providing escorted travel in Company cars or on the train. One Pen-y-Daith resident was supported to meet family several times in the year due to the death of a parent, and was supported throughout this bereavement by the RI, home manager, staff and residents.

<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>All Pen-y-Daith resident health checks and monitoring took place throughout the year. LA reviews took place for several residents with any changing needs identified, and Pen-y-Daith care plans were updated 6-monthly or more frequently as required.</p> <p>Residents were assisted to attend all consultant/specialist medical appointments; all covid vaccinations and boosters were either done in public vaccination centres or within the care home. Specialist mobility aids were purchased, wheelchair ramps extended, disability blue badges obtained for all company vehicles.</p> <p>Family visits to see their son/daughter/sibling in St. Davids increased as covid restrictions eased. The summerhouses erected in 3 care home gardens provided lovely garden spaces in which to visit and catch up with one another. Bereavement support was provided to residents who lost family members in the year and additional escorted travel meant residents could spend more time with families.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff recruitment: Pen-y-Daith staff rotas were reviewed and recruitment discussions with senior staff took place on a weekly basis to monitor staffing levels in the home. Safe staff recruitment procedures were followed at all times by applying for DBS checks and two references taken prior to starting dates agreed. New staff working in the home were inducted by the home manager and shadowed a more senior staff member.</p> <p>Staff training: An E-learning staff training contract was entered into which required 10 mandatory training modules to be completed by Pen-y-Daith staff, including Protection of Vulnerable Adults and Safeguarding. We renewed our training partnership with Pembrokeshire College for the Autumn term which began with refresher training for Moving and Positioning for all staff. The RI and Home Manager attended the on-line CIW events to keep current on changes and updates.</p> <p>Two Safeguarding issues occurred regarding staff members in the home, and immediate action was taken by the Company, with all policies and procedures correctly followed after liaising with our Employment Solicitors. The Safeguarding Team and CIW were kept fully informed throughout this process and the staff members resigned shortly thereafter.</p> <p>Staff policies, procedures, and training: Contracts of employment formulated by our Employment Consultancy were reviewed, to include all recent employment law changes, staff recruitment and DBS requirements.</p> <p>Staff meetings: We reviewed a new protocol for 2023 with regular face-to-face meetings between managers and deputy's and occasionally the RI, accounts and office managers to develop consistency of approach, with Teams to be used if absolutely necessary. Staff supervisions were prepared, reviewed and discussed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Care home upkeep and projected maintenance was discussed between the RI and the Pen-y-Daith Manager on a monthly basis, with a priorities list developed. Staff recorded maintenance jobs needed and submitted requests to the office. Some redecoration and rewiring in Pen-y-Daith occurred during this period and new carpet and flooring throughout in communal areas.</p> <p>Outdoor/Garden spaces for residents and visitors: The secure, wheel-chair friendly Pen-y-Daith garden and summer house was used by residents throughout the year.</p> <p>RI Care Home visits provided an opportunity for the RI to make maintenance observations, with records documented and passed on to relevant parties. She visited Pen-y-Daith care home and chatted regularly with residents and staff throughout the year. These visits were documented and added to the Quality of Care reports. She viewed home renovations and room upgrades and changes of use. Storage facilities were viewed, and a review of food stocks taken. Shed locks and home security were checked.</p> <p>An annual Fire Safety Care Home inspection took place in January. Fire extinguishers were checked and serviced in March. Annual Properties Insurance was reviewed and signed for another year. Vehicle maintenance and upgrades continued throughout this period.</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) 14

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

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

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
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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
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	12
No. of posts vacant	3
<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	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	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)	10
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.	In Pen-y-Daith there are two main shift patterns: 9a m to 5pm and 5pm to 9am (with a sleep-in or waking night duty as required), seven days per week. Several staff elect to do two back-to-back shifts, for a total of a 24 hour shift pattern. As much as is possible, three staff are rota'd to be on duty in each shift pattern.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer - To co-ordinate/carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.
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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire alarm systems training

#### 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	0
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#### Service Profile

No. of staff working toward required/recommended qualification	0
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#### Service Details

Name of Service	Spring Gardens
Telephone Number	01437720882
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages.

#### Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	656.53
The maximum weekly fee payable during the last financial year?	912.76

#### 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?	<p>We work with people through ongoing review of individual needs to ensure that well-being is promoted and that choice in relation to all aspects of daily life is respected. To do so we consult informally with people regarding daily activities, for how they wish to spend their day and when providing support with personal care. Changes in relation to how care should be delivered are then reflected in amended care plans.</p> <p>The Ri, Spring Gardens Manager and staff consult individually with people to ensure that they have access to activities in and away from the care home which reflect their choices and the staff rota developed to enable people to access activities away from Spring Gardens when staffing support and transport is required.</p> <p>We consult with individuals, their families and with all agencies with whom we work throughout the year to seek their views regarding the quality of care through informal meetings with people each day, house meetings, surveys and during formal reviews.</p>

#### Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Spring Gardens has a large back garden space that includes open areas for seating with raised bed plantings. Gazebos and awnings are used in the summer months in these open areas.</p> <p>In addition to the garden there is a large outdoor laundry building, an office block and several large multi-use chalets.</p> <p>These chalets consist of a sensory room with large seating areas for art, listening to music and watching TV. Another chalet is used as a beauty therapy/hairdressing suite, where cosmetics, hair and nail care and massage are available for those residents who choose to use these services.</p>
Provide details of any other facilities to which the residents have access	All Spring Gardens residents have access to a suite of Company vehicles to access medical appointments, theatre and cinema, Gateway Club and Pembrokeshire College.

#### 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.

A new activities rota was devised during this period and sent weekly to Spring Gardens so residents could clearly see what activities were on offer and staff could support those interested residents to attend.

Art & Craft continued throughout the summer and autumn, with a new art therapist who began work with small groups from Spring Gardens and other houses in January at our community venue Ebenezer.

Knitting continued to be enjoyed in the Scout Hut building in St. Davids with volunteers working with two Spring Gardens residents who chose to join in this each week.

Spring Gardens residents and staff continued to use WhatsApp Groups to share information and photographs of activities with staff and residents in other homes. Those residents with personal IT were supported to add new games and apps to their devices. One resident was supported to join in Zoom sessions with his family each weekend.

Pembrokeshire College course certificates were presented to our residents by the ILS College Coordinator in August, and a new College year 2022/23 began in September, with two Spring Gardens residents returning to the main campus and the new college facility in Withybush Showgrounds after two years of doing college on-line. Everyone was so pleased to be back live.

Several Spring Gardens residents began volunteering in the new St. Davids Community Garden in the autumn months.

Special birthday celebrations were held in Spring Gardens with takeaways or birthday meals out with families and friends.

Gateway Club began in September after being closed for nearly three years due to Covid. Ten residents who chose to attend rotated every other week for the 8 seats we provide in our escorted transport (two from Spring Gardens). All residents were excited to see friends again from around North Pembrokeshire after such a long time apart.

Staff supported all residents who wished to visit their families over the Christmas/New Year period by providing escorted travel in Company cars or on the train. One Spring Gardens resident was supported to meet family several times in the year due to her elderly mother moving care homes.

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.

All Spring Gardens resident health checks and monitoring took place throughout the year.  
LA reviews took place for several residents with any changing needs identified and all Spring Gardens care plans were updated 6-monthly or more frequently as required.

Residents were assisted to attend all consultant/specialist medical appointments; all covid vaccinations and boosters were either done in public vaccination centres or within the care home. Specialist mobility aids were purchased, wheelchair ramps extended, disability blue badges obtained for all company vehicles.

Family visits to see their son/daughter/sibling in St. Davids increased as covid restrictions eased. The summerhouses erected in 3 care home gardens provided lovely garden spaces in which to visit and catch up with one another. Bereavement support was provided to residents who lost family members in the year and additional escorted travel meant residents could spend more time with families.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff recruitment: Spring Gardens staff rotas were reviewed and recruitment discussions with senior staff took place on a weekly basis to monitor staffing levels in the home. Safe staff recruitment procedures were followed at all times by applying for DBS checks and two references taken prior to starting dates agreed. New staff working in the home were inducted by the home manager and shadowed a more senior staff member.</p> <p>Staff training: An E-learning staff training contract was entered into which required 10 mandatory training modules to be completed by Spring Gardens staff, including Protection of Vulnerable Adults and Safeguarding. We renewed our training partnership with Pembrokeshire College for the Autumn term which began with refresher training for Moving and Positioning for all staff. The RI and Home Manager attended the on-line CIW events to keep current on changes and updates.</p> <p>Staff policies, procedures, and training: Contracts of employment formulated by our Employment Consultancy were reviewed, to include all recent employment law changes, staff recruitment and DBS requirements.</p> <p>Staff meetings: We reviewed a new protocol for 2023 with regular face-to-face meetings between managers and deputy's and occasionally the RI, accounts and office managers to develop consistency of approach, with Teams to be used if absolutely necessary. Staff supervisions were prepared, reviewed and discussed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Care home upkeep and projected maintenance was discussed between the RI and the Spring Gardens Manager on a monthly basis with a priorities list developed. Staff recorded maintenance jobs needed and submitted requests to the office. Some redecoration and a complete rewiring in Spring Gardens occurred during this period, along with attic and basement insulation and new windows and doors.</p> <p>Outdoor/Garden spaces for residents and visitors: The large Spring Gardens back garden was used by residents in the summer months and the sensory room enjoyed year round. Two stone chalets were upgraded with en-suite facilities for staff and family visitors.</p> <p>RI Care Home visits provide an opportunity for the RI to make maintenance observations, with her records documented and passed on to relevant parties. She visited Spring Gardens regularly throughout the year. She viewed the chalet renovations and agreed a change to several windows, all doors into the care home and loft insulation. This was part of an energy efficiency grant secured by the care home in 2022 to assist in improvements. Storage sheds were viewed with freezers, and a review of food stock was taken. Shed and security and locks were checked.</p> <p>An annual Fire Safety Care Home inspection took place in early January. Fire extinguishers were checked and serviced in March. Annual Properties Insurance was reviewed and signed for another year. Vehicle maintenance and upgrades continued.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>6</p>
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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
	<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.	
	<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	01	
<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	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?	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?	No
Other 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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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.	A typical shift pattern is a daily 9 am to 5 pm and a 5pm to 9am rota (with a sleeping-in shift from 10 p m to 6 am). Several Spring Gardens staff elect to work two back-to-back shifts for a 24 rota.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer - To co-ordinate / carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.

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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety system training.
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0