

# 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:	Supreme Care Wales Ltd.	
The provider was registered on:	14/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cwmaman Care Centre	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	14/09/2018
	Responsible Individual(s)	Kanagaratnam Nathan
	Manager(s)	Thanarani Ratnam-Nathan
	Maximum number of places	49
	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	A training matrix is used to assess the training needs for staff. A training package is provided by Redcrier. All mandatory training is provided to staff using the online training, RCT training and face-to-face by independent training providers and District Nurses. Fire training is attended by all staff employed. All care staff have the relevant healthcare qualification or are doing it now with training provider People Plus.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Vacancies are advertised with carehome.co.uk and with the Employment Liaison Officer who visited the Home and keeps in touch to find out staffing needs. Vacancies were also filled by word of mouth by the Home staff and advertising in Facebook. A number of staff have been employed in the Home for over 10 years. There is a healthcare scheme for staff. Staff are encouraged and supported to develop in their job roles by enrolling for courses and obtaining certificates.

## Service Profile

### Service Details

Name of Service	Cwmaman Care Centre
Telephone Number	01685884499
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	73
--	----

### Fees Charged

The minimum weekly fee payable during the last financial year?	710.00
The maximum weekly fee payable during the last financial year?	950.00

### Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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>Open door policy - residents, families, residents meetings, visiting professionals, questionnaires, etc.</p> <p>Management and staff welcome concerns and complaints and accept verbal and written complaints. The Complaint Policy is displayed in the foyer and forms are made available for people, families, friends, professionals, visitors to raise any issues. They also take in complaints over the phone and would meet with people without making appointments.</p> <p>Questionnaires are analysed and areas to improve are recorded and all efforts are made to put them in place. Feedback is given to staff and people. Changes are made to give the people the best outcomes.</p> <p>People talk to their chosen member of staff and will express their views without hesitation. Whilst keeping confidentiality, staff will take it to management and find a way to resolve it.</p>

### Service Environment

How many bedrooms at the service are single rooms?	43
How many bedrooms at the service are shared rooms?	6
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	<p>Patio outside the lounge in the lower ground floor. There are gardens around the entire building. There are beautiful mountainous views from the bedrooms and lounges.</p> <p>The favourite area is outside the front door where there is a patio set and chairs. A couple of smokers sit outside and smoke cigarettes. Others sit outside in the good weather and chat to each other, staff and visitors, delivery people and visiting professionals.</p> <p>People with dementia are accompanied by staff while they are outside. Sometimes staff take people for a short walk in the area.</p>
Provide details of any other facilities to which the residents have access	<p>There is a designated Smoking Room for people who smoke. It is generally used in the winter months. People prefer to sit outside and smoke when the weather is not too cold. People have access to phone use any time of the day. Staff also support them to make video calls to their families. This has become more popular since Covid. There are Visitors Rooms which the people can access. There are kitchenettes on all three floors for people to make themselves hot or cold drinks by themselves. People have access to the fridges in the kitchenettes.</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)	Yes
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.

When I visit the Home, I talk to people to find out if they are happy and if there is any more the Home can do for them to keep them happy and well. People's voices are heard by having an open-door policy in the Home. People can talk to staff or management anytime privately in their own rooms or in the office. Residents' Meetings are held monthly so that people can voice their opinions, views and ask any questions. Usual topics include food, activities, facilities, suggestions, likes, dislikes and any changes they would like to see. Staff are friendly and approachable and listen to people, their families and other agencies working together for the wellbeing of the people. They will follow up requests from people and/or families and record them - these could be issues with missing clothes, footwear etc. Care Plans are updated regularly with input from the people and/or families, social workers, advocates, etc. Everyone has the opportunity to refuse an option even though they may not be able to make the appropriate decision at times. Each person is recognised as an individual and they are given choices to make decisions in matters such as waking and sleeping times, clothes to wear, choosing from the menus, etc. People are asked every time personal care is offered, shown a choice of clothing, asked if they would like a bath or a shower, offered choices with food offered at mealtimes and other times, and joining in group or individual activities, etc. People are given choices so that they can choose where they would like to stay during the day, e.g. stay in their bedrooms, lounge, outside the front foyer area, in the patio area, etc. People can choose to stay in their rooms when they are not well and all meals and refreshments will be served in their rooms. If people are unwell, staff will immediately seek help and advice from the GP, DN or local pharmacist. Their wellbeing is of utmost importance and it is quickly recognised by staff if people are not 'quite right' or not 'quite themselves'. The Complaints Procedure and details are made available in the foyer for anyone to make a complaint. Families may ring to talk about something and not want to make a complaint. Questionnaires are sent to people, families, professionals, staff, etc. to find out if they are happy with the service and how it can be further improved. The results are analysed and improvements made accordingly.

<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>People are weighed on admission and thereafter monthly. If there is a decline in their weight, the Food and Fluid Charts are filled in and their weights are monitored closely by taking their weights weekly. The GP and the dietitian will also be consulted for advice and support.</p> <p>Every morning people are greeted and asked about their wellbeing by the senior staff who administer medication. They also look for any signs of changes in their wellbeing even if the previous shift had no concerns. This is followed by a telephone call to the GP surgery for advice and support.</p> <p>Every Wednesday, a Community Nurse visits the Home to monitor the people's medication and any other medical needs. The Team Leader meets with her to discuss queries and get support. Staff are more aware of behaviour changes of people who suffer from dementia as they may not be able to express pain or discomfort. These would be reported to the senior staff in charge who will follow up by seeing people themselves and obtaining guidance and advice from the GP/DN/healthcare professional. Reviews take place on a regular basis but can happen anytime if there is a change in people's needs.</p> <p>Healthy and nutritional meals are prepared in the Home. The menus are changed according to season and after consultation with people at every Residents' Meeting. The kitchen staff are made aware of individuals' special dietary needs, allergies and preferences and the cook will introduce herself to new people and find out their preferences.</p> <p>People are actively encouraged to maintain their independence as much as possible. They are supported by staff to do as much as possible for themselves with their own personal care and staff will take over and complete the rest of the areas.</p> <p>Ingredients for making tea, coffee, squashes, cordials, biscuits, fresh fruit, etc are made available for easy access for themselves and/or their visitors in the kitchenettes.</p> <p>The Activities Co-ordinator plans a variety of activities including physical exercises such as chair exercises, throwing balls from the chair, dancing, singing, karaoke, gardening, baking, drawing, reminiscing, preparing for special occasions, going out for short trips, arranging entertainers etc, in order to keep people stimulated. She also recognises that some people prefer to remain in their rooms and respond well to one-to-one chats.</p> <p>Staff find out about people's interests and hobbies and support them to continue these in the Home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive Safeguarding Training. They are trained to notice any changes in people's physical or emotional wellbeing, and to be suspicious of them. People will be listened to and given assurance. Staff will report to management. The Home will contact the Safeguarding Team and report it.</p> <p>Any form of abuse at any level is not tolerated. There are Policies and Procedures for staff to follow. All the main exit doors are fitted with keypads to protect people from entering the Home without staff knowledge. There are keypads fitted to all the main exit doors so that people who are unsafe on their own outdoors are protected. However, people who can go out independently have access to the codes to go and return freely.</p> <p>All visitors are required to sign in the Visitors' Book so that there is a record of all visitors and the times they visited. Staff are also made aware of visitors who are not welcomed by people and those visitors will be asked politely to leave. If there are raised voices during visits, staff will knock on the door to ask if everything is alright.</p> <p>All complaints, verbal and written, are taken seriously and investigated and the complainant will be contacted to give the outcome. There is a call system in every room and people are advised to call for help anytime they need, including times when they have had enough and want their visitors to leave. Staff always check for any physical marks, and if there are any they are required to fill out a gingerbread chart and report it. People's needs are paramount and staff ask them at different times of the day how they are feeling and give reassurance where needed.</p> <p>People are advised to report anything they are not happy with or do not like. People will usually talk to their chosen member of staff, confidentially. Staff will report it to management for them to follow procedures.</p> <p>Staff will intervene if people are not comfortable in the company of their visitors and, if necessary, ask them to leave.</p> <p>Staff also will not hesitate to report another member of staff if they are not happy with the way he or she speaks to people.</p> <p>People feel safe and protected because staff are caring and will listen to them. They are able to talk to staff and share their worries and concerns.</p> <p>Staff are trained to respect people, treat them as individuals, support them with their needs and make every effort to ensure that they feel safe and happy in the Home.</p>

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

Rooms are decorated and furniture is arranged to meet the individual's needs. People are asked to bring personal belongings that can make the room personal to them. Small items of furniture, ornaments and photographs are welcomed. However, we commend that they do not bring in valuable items.

Some people have the daily newspapers delivered, as they did when they were in their own homes. Staff knock on the doors before entering the rooms as a mark of respect and do not disturb people who may be sleeping or not wishing to be interrupted. When people are feeling unwell or wish to eat their meals in their rooms, staff will readily serve meals in rooms.

People are encouraged to maintain their independence and continue with their interests and hobbies after coming to the Home. One gentleman was supported to go to the church on Sundays and to the disco weekly. Another gentleman would take the bus to meet with friends every week. Families come weekly to take their loved ones just for a car ride or to their houses for meals. Risk assessments are in place to facilitate the activities. The visiting hairdresser visits the Home every week which is a feel-good factor especially to the ladies. People's families and friends are welcomed without appointments and offered light refreshments. People decide whether they would like to sit in the Visitors' Room, their own rooms or outside, weather permitting. People are also supported to contact their families by using the landline in the Home, their own mobile phones and to make video calls. They can choose to make this contact privately in the office or in their own room.

For people with no family, an advocate will be made available to support them in their best interests.

Medical and healthcare professionals are contacted for more specialised needs. SDIT is contacted for support for people who suffer from dementia.

People are supported to maintain their independence and treated with dignity, given the privacy when they need it, offered choices whenever possible, their rights are upheld and they are treated as individuals.

A member of staff's mother became unwell and was admitted for end-of-life care. The family praised the Home for the best care, conducive environment, support, kindness and compassion they got for their mother and themselves. Many families have sent letters of appreciation and thank you cards to thank the Home for the care their loved ones received.

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)	23
--	----

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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	0
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Peer Group Sessions. TNA - Social Care Workforce
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	20
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
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)	19
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	11
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	8
Safeguarding	0
Medicine management	10
Dementia	5
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls Training
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	10
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.	Shift patterns are 7am to 7pm for day staff and 7pm to 7am for night staff. Two senior staff per day and per night shift.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	15
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	15
Health & Safety	15
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	11
Safeguarding	9
Medicine management	0
Dementia	12
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls training. Covid training - PPE. Staff trained to test visitors and visiting professionals.
<b>Contractual Arrangements</b>	
No. of permanent staff	15
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	4
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)	15
No. of part-time staff (17-34 hours per week)	0



No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift pattern for care staff - 7am to 7pm for day staff and 7pm to 7am for night staff. 4 carers working the day shift and 1 carer the night shift every day. Twilight shift - worked by a carer from 7pm to 11pm.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	5
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH and Covid training
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH training.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance person Activities Co-ordinator
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
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

