

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:	Taliesin Residential Home Limited	
The provider was registered on:	20/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Taliesin Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/07/2018
	Responsible Individual(s)	Daisy Lowe
	Manager(s)	
	Maximum number of places	18
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have been visited recently by both CIW and the local authority commissioning team, what was identified was the majority of training of staff has lapsed so I have already started on-line training with Social Care TV, I have authorised my Registered Manager to find a more long term robust plan that suits Taliesin staff for the future, we have decided that Train the Trainer is Taliesin way forward to create a long term plan for staff and will help support that growth in this outcome.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	I have been very fortunate that most of my staff are all long term employees with some 30 years service to date, we have also been very open to new cultures and this has created favourable growth in new staff joining Taliesin workforce, we have created a culture that sees no boundaries and committed to ensuring our long term staff support new ideas from different cultures and backgrounds that in turn has naturally promoted a low turn over of staff of less than 5%, I am very proud of this.

Service Profile

Service Details

Name of Service	Taliesin Residential Home
Telephone Number	01443436666
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	Currently we do not have any welsh speaking clients or staff, we are currently speaking to one member of the team at Taliesin who is interested in becoming our learner for this subject, the previous RM was learning but has recently left the business. I value the need to offer this service as and when it is required in the future.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	18
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Fees Charged

The minimum weekly fee payable during the last financial year?	725.40
The maximum weekly fee payable during the last financial year?	767.40

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 offer a monthly residents meeting to ensure all their views and concerns are met and heard, we also encourage, if required more frequent meetings weekly if needed, however at present this is not required as all residents appear to be happy with the monthly meetings.</p> <p>We have recently discussed the options of the toilets and how some of the ladies would like to have separate toilets to the men, this is going to be looked into as it was raised as a concern by the ladies. We are planning a round of surveys for residents and families in June to allow us observe and reflect on the service as a whole to gain more clarity within our service. Since our last survey we listened and we purchased a purpose built vehicle that allows access to wheelchairs to be included on these trips into the residents community, supported by staff.</p>

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Balcony of the lounge area which everyone has access too.</p> <p>Garden that is accessible for all residents.</p> <p>Safe car park area to the rear of the building to ensure all residents can access the mobility car safely.</p>
Provide details of any other facilities to which the residents have access	<p>All residents have excellent access to their home town community and local facilities including within walking distance Shops, Bus Station, Train Station, Taxi's, Churches, Chapels, Chemists, Opticians, Doctors, Nail bars, food shops, local pubs, Hospitals, all via their front door exit, all supported by staff and transport when required.</p>

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.

All residents are invited to weekly / monthly meetings that are chaired with appropriate sections that all residents have their say either in a group setting or a more appropriate 1-1 session with a key member of staff.

When the residents have concerns and want to raise an issue as a matter of course staff will offer 1-1 time within their own rooms to ensure they feel comfortable and safe to disclose any information they feel they want to in confidence, all staff are trained to offer this service whilst following strict guidelines set out in the Policies and Procedures at Taliesin.

Culture services are offered every week and again this is another opportunity where each individual can express themselves by speaking about their culture beliefs with their peers and the staff member holding the service.

We at Taliesin regularly speak to family members when they visit their loved ones, this creates a good opportunity for discussion and for the resident to feel comfortable to disclose any concerns they may have with the service or any other concerns related to their care whilst getting their voices heard.

We also encourage and welcome any surveys from outside the organisation and also from surveys Taliesin may send out to the residents, this is an excellent opportunity for their voices to be expressed and heard.

By reviewing the residents care plans on a monthly basis we are able to sit and chat, where applicable and discuss their changing needs and requirements as a service, this is done in private and by senior staff to ensure we can constantly update our plans and then support the residents to the highest quality.

At Taliesin we are constantly looking for outside agencies to offer their support in ensuring we are updating any relevant plans and health requirements, when this happens a senior member of staff will attend where applicable and ensure information is shared by all and ensure the resident has that opportunity to have their voice heard.

Taliesin will always be pro-active in ensuring all of our residents voices are heard, however where this may not be possible we would always follow the correct procedures and ensure that the rightful bodies who have the rights of the residents are heard and we will follow the wishes of the individuals ensuring all their voices are always heard.

<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>At Taliesin we have worked hard to ensure we are able to deliver the best possible service to our residents, we maintain good practice and have put these plans in place: All residents are registered with the same GP practice to ensure continuity for our residents health concerns. The senior carer has the responsibility to ensure she has full overview of all medication including weekly ward rounds with the local GP, she also has weekly discussions with the pharmacy to ensure all medications are correct and the residents are receiving their correct prescribed medication. Since the arrival of our mobility vehicle we now can ensure we can get our residents to and from health appointments and not rely on other forms of less reliable transport, the staff group of 5 drivers will always ensure we can commit to these appointments.</p> <p>we offer outside agencies like the chiropodist, hairdressers to visit our clients in their home on a regular basis to ensure all their health care needs are met on that basis. District nurses attend the home when required, they have built a solid rapport with the residents and now we have a good working relationship with the nurses to support the well being of the resident and the knowledge that they feel comfortable at all times on these visits. We at Taliesin are aware of all our residents culture, physical, mental and well being wishes and needs, we are committed to ensure future development and by engaging with all outside and inside agencies to learn and support growth to be able to offer a future for our residents to thrive in our care. Sadly none of the residents are able to work or even volunteer as all their diagnosis is past early onset dementia. We have a compliment book that has entries from several residents thanking staff for their support in attending health appointments at local hospitals and other outside health agencies such as GPs, Dentists, Social Services meetings included. We have also built up an excellent rapport with our local GP surgery and its Doctors ensuring that the working relationship between staff and the GP,s are always very positive and support positive outcomes for the residents, indeed we have always been told by different individual GP,s that when they attend our home they always feel welcomed and supported by experienced staff who offer a first class service to them and the residents. We currently run the services at Taliesin with 1 Manager, 1 Senior, 19 Carers 4 others at Taliesin.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff at Taliesin are trained in Safe Guarding to ensure they are aware of the need to keep our residents safe from neglect and abuse. We offer regular meetings to all staff to reflect and offload, if they feel worried regarding any concerns to individual residents, they can use 1-1 time with their line Manager or all staff are aware of the policy to follow should they suspect abuse or neglect in the home, we as a management team at Taliesin encourage all staff to have an open mind and feel supported if they need to report any concerns they may have to the relevant authority. We at Taliesin have a very low turnover of staff, we are proud of this and we believe the residents benefit from the continuity of care offered to them, we also know that the staffing group have amassed some giving 20+ years of service to Taliesin, all residents have openly suggested and declared in feedback and surveys that they always feel safe and supported with their care and support, this leading to the belief that we have never had any serious cases of abuse or neglect. Questionnaires to the staff, recently since change overs from Managers, have indicated that the team at Taliesin is very committed to ensure that we never feel we cannot report what we see and witness, from the Managers downwards we are and will always be committed to encourage the safeguarding policy and why we all need to follow the correct pathway.</p>

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

All residents have their own rooms and they are tailored to their own wishes and personalised to their own needs, on recent CI W visits Taliesin has been described as very homely and all residents live within an environment that suits their current needs and abilities to live a fulfilling lifestyle at Taliesin.

Taliesin is proud to offer each resident a way of life that promotes firstly their well being in health and their mental health, thus ensuring their ability to move forward and remain as independent for as long as possible encouraging and supporting their good mental and physical health within a safe and homely environment.

This also helps provide a good relationship with their peers in their home, lets all remember that having dementia does not mean we stop living, but should mean they can start to live their lives again, as we all are entitled to do so. All residents are encouraged to build new relationships where possible and this can be reflected on family time as the resident always appears to be happier when they meet and see their loved ones.

Taliesin is also proud of its surroundings including its garden, in a built up area the RI and owner has encouraged all residents to enjoy their time in the beautiful garden area, this has proven to have its benefits as most residents have enjoyed quality time relaxing and planting the seeds that have grown like Taliesin over the years to become the wonderful home with a real sense of family values attached to the name of Taliesin.

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)	26
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
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
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

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0

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

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.

7am -3pm Monday to Friday

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	20
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	18
Medicine management	18
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
<p>Contractual Arrangements</p>	
No. of permanent staff	24
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	6
<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.	7am - 3pm 3pm - 10pm 10pm-7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	8

Domestic staff	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	1 admin / office person To support the home and Manager with any admin duties such as pay, filling and any other duties 1 Activities carer To support the home with any activities / outings in and out of the home 1 Maintenance Person To support the home with basic maintenance and upkeep
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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
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	1
No. of staff working toward required/recommended qualification	0