

# 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:	The Graylyns LTD	
The provider was registered on:	13/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Graylyns	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	13/06/2018
	Responsible Individual(s)	Graham Jones
	Manager(s)	Andrew Jones
	Maximum number of places	14
	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 monitor staff performance on a daily basis, regular individual staff supervisions and annual appraisals. We have an extensive online training programme which all staff have their own log in and training plan which is also monitored by management. regular staff meetings are held where the ongoing care training needs of the home are discussed and actions are put in place.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use Indeed online recruitment for our recruitment needs. We try to retain staff by offering a favourable pay structure. A good training programme with the ability to advance within the profession. Good management who support staff through their daily work and also their wellbeing.

## Service Profile

### Service Details

Name of Service	The Graylyns
Telephone Number	01348840582
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh, French, Italian

## Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	23
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	795
The maximum weekly fee payable during the last financial year?	850

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?	quality assurance questionnaires for who reside at The Home and for their representatives. Access to the RI during Reg 80 visits.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	12
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	The Individuals of The Home have 24 hour access to an safe and enclosed garden area. With beautiful views, raised flower beds and adequate sitting with suitable level of cover (Shade).
Provide details of any other facilities to which the residents have access	Individual have access to The Cwtch (The pervious area for testing during the Pandemic) which is now a potting shed & undercover Garden Room.

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>If able, ALL individuals are involved in their person centred personal plan. The Individual is able to have a representative to aid in the planning of their care.</p> <p>On time, and where necessary The Home seeks the aid of the Pembrokeshire Advocacy Services to aid those that reside at The Graylins</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>The Graylins offers a wide range of mental Stimulation throughout the day and week for all.</p> <p>We regularly have services such as Hairdresser and Chiroprapist in to aid in the wellbeing of the Individuals.</p> <p>The Home actively prompts the Individuals and their families to still go 'out and about' for day trips. Though The Home does not have the transport to do this directly, we do offer mobility aids to assistance ALL when they are away from The Home.</p> <p>The Home regularly hold musical performances where all are invited (including the Individuals family and friends.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Home is based on the core values of openness, trust and transparency.</p> <p>The Homes manager is available to those that reside, visit and work at The Graylins during the Hours of 9am-5pm Monday to Friday.</p> <p>All staff are aware of compliant/concerns and safeguard policies of The Home.</p> <p>If anyone has any concerns there is a clear line of inquiry to aid in scenario which might arise.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>In addition to the above, individuals have their own individualised rooms, where representatives are strongly encouraged to make them as Homely as possible.</p> <p>All rooms has at least basic wash facilities allowing the Individual to be as independent as they can in a safe and dignified manner.</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
<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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

Does your service structure include roles of this type?	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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
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
<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)	3
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.	5 Days a week. A mixture of 8am-3pm, 2.30pm-9pm & 8am-8pm
<b>Staff Qualifications</b>	
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	2
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	9
No. of posts vacant	9
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	5
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
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.

During a week, a mixture of shifts being 8am-3pm, 2.30pm-9pm & 8am-8pm

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

3

No. of staff working towards the required/recommended qualification

6

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?

No