

# Annual Return 2023/2024

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	Tregwylm Lodge Limited		
The provider was registered on:	05/09/2018		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Tregwylm Lodge Nursing and Residential Home		
	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	05/09/2018	
	Responsible Individual(s)	Brian Rosenberg	
	Manager(s)	Toni Reid-Chesworth	
	Maximum number of places	71	
	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	The service employs a Training and Development Manager who deals with the training needs of the staff employed at the service. This includes, keeping records of all mandatory training required by the staff and dates for refresher/updates, scheduling training and carrying out said training with staff or booking an outside training provider. Online training is also provided for some subjects and this monitored to ensure completion. Training is arranged applicable to the job role.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Adverts are placed on Indeed and, following selection of suitable candidates, interviews are carried out by the relevant manager. An offer letter is sent to the successful person and references and DBS requested. The service also has a Skilled Worker Licence and can recruit staff from overseas. To assist in retaining staff, the service has regular Staff Meetings where opportunity is provided for staff to raise issues and make recommendations. Training and career development is also available

## Service Profile

### Service Details

Name of Service	Tregwylm Lodge Nursing and Residential Home
Service Telephone Number	01633896100
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None, although an interpreter can be sourced for other languages if necessary

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	121
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1009.72
The maximum weekly fee payable during the last financial year?	1780.31
If you wish to add further detail or comment regarding the scale of charges please do so below	

### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	10
Number of complaints not upheld	5
Total number of formal complaints made during the last financial year	17
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	There is information in the Service User Guide and regular resident and relatives meetings are held.

### Service Environment

How many bedrooms at the service are single rooms?	67
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There is a pleasant outside seating area/garden that people can access during warm weather.
Provide details of any other facilities to which the residents have access	Local coffee shop, local schools, church, restaurants and bars.

### 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.

- Regulatory inspections carried out.
- Regulation 73 visits take place every 3 months.
- Supervisions are carried out every 3 months.
- Staff Meetings are held frequently for every department.
- A service user guide is provided to all new residents and is regularly checked and updated.
- Resident Family Member Meetings are held every 3 months.
- Care plans are populated on admissions and then allocated to a Named Nurse for continuity.
- Care Plans are updated every 3 months or as soon as a change occurs.
- Where possible residents are given choice in relation to food, activities, and the activities of daily living. Where choice is compromised due to cognitive impairment, choices are made in the resident's best interest.
- Provision of care is also discussed with residents and relatives by an assessor during a DOLs authorisation.
- This is Me document is populated by the activities team leader and regularly reviewed by activities coordinators.
- Feedback surveys for colleagues, residents and family members are issued every 3-6 months.
- 3-monthly Complaints & Compliments Audit completed.
- Regular reviews carried out by Nurse Assessors
- Appraisals are carried out annually with Line Managers
- Records of conversations are held whenever there is a learning opportunity and additional support, and training is offered when required.
- Carer competences are carried out during the induction process and at least annually as part of the appraisal meetings.

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.

- Care plans are completed within 72 hours for residents being placed in our care.
- All residents have an allocated Named Nurse for continuity of care.
- Clinical Care Meetings take place every month.
- The Clinical Manager holds a Daily Flash Meeting with all nurses on shift.
- Activities Newsletters are produced and sent to all family members.
- Visiting professionals including Occupational Health, Physiotherapists, Occupational Therapists, GPs, Chiropodists and Hairdressers participate with those residents requiring them.
- Where possible residents are given choice in relation to food, activities, and the activities of daily living.
- Surveys sent to obtain views of other relevant professionals.
- Effectiveness of staff to assist people who use the service to maintain health and well-being.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> <li>• People are encouraged to feedback any concerns as part of their introduction to the service.</li> <li>• Incidents, accidents and safeguarding are routinely recorded for trends and analysis.</li> <li>• Clinical Care Meetings to continue monthly.</li> <li>• A daily flash meeting will continue with the Clinical Manager and Nurses on shift.</li> <li>• Level 2 Safeguarding training provided.</li> <li>• Health and Safety Training provided at level 2.</li> <li>• Fire Training provided.</li> <li>• Face to face Fire Marshall training carried out and identified Fire Marshall on shift.</li> <li>• First Aid training provided.</li> <li>• Person-Centred Care training provided.</li> <li>• GDPR training provided.</li> <li>• Equality and Diversity training provided.</li> <li>• Manual Handling training provided.</li> <li>• MCA and DOLs training provided.</li> <li>• Equality and diversity training provided.</li> <li>• Safeguarding training and raising safeguarding's.</li> <li>• Carers competencies carried out as part of the carer's induction and at least annually.</li> <li>• Where possible feedback is given to our residents. However, due to the nature of our residents and their cognitive impairments, it can be difficult to feedback and to have full confidence they have understood the feedback given. We do encourage feedback to be given in a way that would make it simpler for our residents to understand. We can use picture boards, the help of family and friends who can interpret if there is a language barrier.</li> <li>• Staff competencies completed that covers several areas including repositioning, manual handling and accountability are checked.</li> <li>• Reflective accounts completed where required.</li> <li>• Record of conversations carried out where required.</li> <li>• Safeguarding's raised within the Home to be discussed with all staff where possible to promote learning.</li> </ul>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<ul style="list-style-type: none"> <li>• Annual Fire Risk Assessment and Health and Safety Reviews are completed.</li> <li>• Periodic Preventative Maintenance (PPM) takes place weekly and monthly according to schedule.</li> <li>• Environmental Audits are completed every 3 months.</li> <li>• Health and Safety Audits are completed every 3 months.</li> <li>• Infection Prevention and Control Audit is completed monthly.</li> <li>• Walkaround Audit is ad hoc</li> <li>• Night Spot Check Audit focusing on security, staffing levels, environment, lighting, etc. is completed at least annually.</li> <li>• Room suitability for the resident is completed as part of the initial assessment.</li> <li>• Ultra-low specialist beds have been purchased for all residents requiring them.</li> <li>• Specialist seating sourced where required.</li> <li>• Sensory equipment ordered where required.</li> <li>• Movement sensors implemented where required.</li> <li>• Bedrails ordered where required.</li> <li>• Ongoing assessment for the provision of 1:1 care where required to maintain the safety of our residents.</li> <li>• Residents are taken to the local school, church café, shops and restaurants where possible.</li> <li>• Equality and diversity training</li> <li>• Carers competencies carried out at least annually. This covers a visual observation of each carer carrying out all activities of daily living.</li> <li>• Management presence on the floor ensuring oversight.</li> </ul>

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)	123
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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	0
	Health & Safety	0
	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.	
	<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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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.	Advance Care Planning - 1 Catheterisation - 1 DoLS - 2
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 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	2
Other supervisory 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>	
Filled and vacant posts	
No. of staff in post	5
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	1
Safeguarding	0
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support - 2 Catheter Care - 1 Pressure Ulcer Study - 1
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
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 social care worker	3
No. of staff working towards the required/recommended qualification	2

Nursing care 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>	
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	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.	Advance Care Planning - 1 NEWS - 3 Falls Prevention - 3
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)	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.	Shift pattern: - 7:00 am to 7:00 pm day shift 7:00 pm to 7:00 am night shift 2 staff required per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0



No. of staff working towards the required/recommended qualification	0
Registered nurses	
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	9
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	9
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Venepuncture - 6 Advance Care Planning - 6 Catheterisation - 7
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift Pattern: - 7:00 am to 7:00 pm day shift 7:00 pm to 7:00 am night shift 2 staff required per shift
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	105
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	41
Health & Safety	41
Equality, Diversity & Human Rights	41
Infection, prevention & control	41
Manual Handling	41
Safeguarding	41
Medicine management	0
Dementia	41
Positive Behaviour Management	41
Food Hygiene	41
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls Prevention - 41 Communication and Person Centred Care - 34
<p>Contractual Arrangements</p>	
No. of permanent staff	102
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	83
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	2
<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.	<p>Shift patterns: -</p> <p>7:00 am to 7:00 pm day shift - 15 staff</p> <p>8:00 am to 2:00 pm early shift - 4 staff</p> <p>7:00 pm to 7:00 am night shift - 8 staff</p> <p>7:00 pm to 1:00 am twilight shift - 3 staff</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	65
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>	
Filled and vacant posts	
No. of staff in post	13
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH - 7
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	8
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes
<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	8
No. of posts vacant	2
<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	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH - 2
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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.	<p>Maintenance - carry out or arrange maintenance of the building, equipment and garden</p> <p>Activities Coordinators - conduct activities with the residents</p> <p>Office Manager &amp; Junior Office Manager - deal with any tasks required relating to residents, accounts, staff, payroll, etc.</p> <p>Training &amp; Development Manager - trains or arranges training for the staff in all mandatory topics and keeps records of same. Assists with the recruitment of staff.</p>
<div>Filled and vacant posts</div>	
No. of staff in post	10
No. of posts vacant	0
<div> <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> </div>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working at Heights - 2
<div>Contractual Arrangements</div>	
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
<div>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)	5
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1