

# Annual Return 2024/2025

## Provider Profile

### Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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:	Bryn Marl Ltd	
The provider was registered on:	27/12/2018	
The regulated services delivered by this provider were:	Bryn Marl Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	27/12/2018
	Responsible Individual(s)	PARTHEEPAN SHANMUGARAJAH
	Manager(s)	Kevin Jones
	Maximum number of places	39
	Service Address	Bryn Marl Nursing Home, Marl Drive, Llandudno Junction LL31 9YX

### 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 home works closely with the practice development team at B CUHB to ensure that all staff receive the latest evidence based training to ensure their practice is safe , up to date and evidence based. The home manager has developed a 12 month training plan for all staff which is a live document and outlines the training needs of the whole home. Training needs are also discussed in individual supervision sessions, appraisals and staff meetings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The home uses indeed and various other on line sites to advertise all staff vacancy's.

## Service Profile

### Service Details

Name of Service	Bryn Marl Nursing Home
Service Telephone Number	01492581191
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh, Polish, Ukrainian, Indian, African

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	78
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Fees Charged

The minimum weekly fee payable during the last financial year?	930
The maximum weekly fee payable during the last financial year?	1286
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	8
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	4
Number of complaints not upheld	2
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	E mail correspondence, Home Manager drop in sessions, relatives meetings and care plan review meetings.

Service Environment

How many bedrooms at the service are single rooms?	38
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	The home has an extensive landscaped garden which is accessible for wheelchairs, we have a number of garden benches for residents to sit and enjoy the gardens with family and friends. We have a garden tables , umbrella and chairs for resident to relax .
Provide details of any other facilities to which the residents have access	The home shares a wheelchair accessible vehicle for residents to go on outings to the local community. We have a hairdresser that visits on a weekly basis, a reflexologist also visits .A chiropodist at tends the home every three months to ensure foot care is provide d. The home has regular visits from the local clergy to ensure residents religious needs are met. The home has developed a close working relationship with a local nursery and children visit the home on a weekly basis spending time with residents.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	I pad and computers

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.

Bryn Marl Nursing Home strives to ensure that the views of residents are heard and that they have choice and support. All care plans are individualised, and person centred, we aim to have holistic approach to care planning. The home has a quality assurance questionnaire relating to dignity and respect which residents are encouraged to complete, the information gathered is then used to review the care we offer and make improvements as required. Residents are offered a choice of freshly prepared food and drinks and the home makes every effort to meet special dietary requirements, including issues relating to culture and religion. The home involves the residents in the interview process for all new staff, this gives them greater choice on who is going to be delivering care to them. The home works closely with the practice development nurses at BCUHB to ensure that staff at the home have the latest evidence-based knowledge to deliver safe and effective care. The home has put in place a 12-month training plan for all staff members. The home has an electronic training provider to ensure staff receive all mandatory and required training. Bryn Marl Nursing home has an excellent working relationship with the monitoring team at CCBC in which a recent monitoring visit was very positive. The home completes regular governance audits to ensure safety of all residing, working and visiting the home. A log is in place to record all complaints and ensure appropriate action is taken. All accidents/incidents are analysed to look for trends/patterns and reduce the risk of future occurrences. The management team has identified that a resident/relative focus group would benefit the residents who live at the home and give them a greater voice in how the home is run. All staff receive regular individual/group supervision. Regular staff meetings take place to ensure the whole team are focused on the direction the home is wishing to take. As a home we have introduced senior careers, this will give care staff more leadership and improve the quality of care given to the residents who reside in the home. A staff satisfaction questionnaire has been issued to all staff and the results are being analysed, a report will be formulated and reviewed to ensure that the management team act on the data received.

<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>We face to face assessments, meeting family members etc. This ensures person centred care planning prior to admission ensuring that Bryn Marl is the best possibly placed to meet the needs of the residents. Each resident is allocated a named nurse who will work closely with the resident and their relatives to formulate an individualised suite of risk assessments and care plans which aim to ensure the safety of the resident, allow positive risk taking and ensure that all activities of daily living are supported. All care plans and risk assessments are evaluated monthly, or sooner if the need changes. Changes to care plans are communicated to relatives, this, ensures they are fully up to date in all aspects of care delivery . The nursing team work closely with the local GP practices, older people's mental health services, dietetic services, SALT and various other members of the MDT. The home has a compliments folder which contains various cards and notes from relatives expressing their gratitude and appreciation of the care received at Bryn Marl. The home has i Quality Assurance questionnaire for visiting professionals and relatives. This information will be reviewed and analysed to make any relevant improvements. The home has a complaints procedure which is adhered to and regularly evaluated . We also complete regular audits that ensure the health and well being of people who reside at Bryn Marl is kept to the fore. When a resident is deemed to lack the capacity to make an informed decision in relation to a restriction, a DOLS application will be submitted. The home is keen to work closely with all relevant stake holders to ensure that residents received the care and treatment from other healthcare professionals. The home is keen to develop closer working relationships with other likeminded providers to share good practice and develop</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home has a whistleblowing policy, staff are actively encouraged to report any suspected abuse to the management, the homeowners or the person in charge at the time. The home actively recruits staff in a safe manner which includes an enhanced DBS and two references, one of which must be from their last employer. All staff receive annual level 2 Vulnerable Adult Safeguarding training to ensure they are up to date with the latest requirements relating to safeguarding. Regular supervision takes place for all staff where they are encouraged and supported to raise any concerns they may have about the service. Monthly audits are maintained that aim to keep the home and residents safe and reduce the likelihood of harm occurring to them. Staffing levels are regularly reviewed to ensure safety also skill mix, and gender is taken into consideration when developing rotas. The home has a 12-month training plan to ensure that staff are receiving appropriate training and practicing in a safe manner. Safeguarding is a set agenda item for staff meetings and any lessons learnt from safeguarding concerns will be shared with staff. We have had no whistleblowing concerns raised by staff in the last year. We feel that the above measures are sufficiently supporting the home at present. We will continue to work closely with the local safeguarding team to ensure that the home is compliant in all aspects of safeguarding and that our clients feel protected from abuse and neglect</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>sure the home is safe and that the environment is safe for the people who are living here .The home has re-decorated bedrooms, communal areas, purchased new air flow mattresses, profiling beds, seating, carpets . The views of residents are gathered at the monthly service user forum and appropriate actions taken. residents are encouraged to personalise their bedrooms with Possessions from home including furniture where appropriate. We have use of a wheelchair accessible vehicle which allows us to take residents on community outings. All staff have training in dignity and respect and there are signs on bedroom doors which say do not enter when personal care is being delivered. to be enhanced. The home will continue to ensure that all staff receive the latest evidence based training that will equip them with the skills and knowledge to deliver the highest possible standard of individualised care. Our Activities Organiser has access to the shared t transport and is able to organise short trips out, visits to the shops etc. where applicable. Trips around local beauty spots and church visits.</p>

The total number of full time equivalent posts at the service (as at 31 March)	47
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	0
	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.	The home manager has completed various webinars which includes, infection control, medication management, and incident management.
	<p>Contractual arrangements for staff currently in post</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	
Is the information about contractual arrangements correct?	Yes	
<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
<b>Staff Qualifications</b>	
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
Is the information about staff qualifications correct?	Yes
<b>Deputy service manager</b>	
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	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual arrangements for staff currently in post</b>	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	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	26
No. of posts vacant	2
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	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Infection, prevention & control	26
Manual Handling	26
Safeguarding	26
Medicine management	26
Dementia	26
Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PPE in care homes, person centred care, Basic life support, diabetes, Falls management, continence, Dysphasia , tissue viability, respiratory, bowel management, heart failure, privacy and dignity, fire mars hall, qualified first aider, end of life care
<b>Contractual arrangements for staff currently in post</b>	
No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5

No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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)	6
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.	Tissue Viability, syringe driver training, Dysphasia ,nutrition bowel management, supervision, anaphylaxis , diabetes, audiology, falls prevention,.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Registered nurses	
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Tissue Viability, syringe driver training, Dysphasia ,nutrition bowel management, supervision, anaphylaxis , diabetes, audiology, falls prevention, VOLE

Contractual arrangements for staff currently in post	
No. of permanent staff	4
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
Is the information about contractual arrangements correct?	Yes
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)	2
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.	08.00-10.00 20.00-08.00
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	3
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	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.	Basic Life Support ,coronavirus for Healthcare Workers, Dysphagia and IDDSI Framework
Contractual arrangements for staff currently in post	

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
Is the information about contractual arrangements correct?	Yes
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)	1
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.	08.00-20.00- 1 08.00-14.00- 1 14.00-20.00- 1
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	0
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic 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	6
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	6
Health & Safety	4
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6

Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
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	0
Is the information about contractual arrangements correct?	Yes
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)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0

Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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 Operative
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes