

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:	Hafal																
The provider was registered on:	21/06/2019																
The following lists the provider conditions:	There are no imposed conditions associated to this provider																
The regulated services delivered by this provider were:	<table><tr><td colspan="2">Fronheulog Care Home</td></tr><tr><td>Service Type</td><td>Care Home Service</td></tr><tr><td>Type of Care</td><td>Adults Without Nursing</td></tr><tr><td>Approval Date</td><td>25/06/2019</td></tr><tr><td>Responsible Individual(s)</td><td>Rhiannon Luke</td></tr><tr><td>Manager(s)</td><td>Sophie Williams</td></tr><tr><td>Maximum number of places</td><td>25</td></tr><tr><td>Service Conditions</td><td>There are no conditions associated to this service</td></tr></table>	Fronheulog Care Home		Service Type	Care Home Service	Type of Care	Adults Without Nursing	Approval Date	25/06/2019	Responsible Individual(s)	Rhiannon Luke	Manager(s)	Sophie Williams	Maximum number of places	25	Service Conditions	There are no conditions associated to this service
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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	Our Head of Training leads on: Crafting a quarterly training schedule Implementing an online booking system Utilising in-house trainers with qualifications Operating as an accredited learning centre Providing both virtual and in-person training sessions Utilising platforms like Social Care TV and iHasco Training staff to create learning & development plans with each employee Tracking trends from staff feedback and updating the training schedule accordingly Conducting supervisions appra
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruiting and retaining talent underpins our success, we enable this by utilising multiple attraction channles and by adhering to disability confidence protocols. We pay the real living wage foundation with enhancements for unsocial hours and bank holidays, including travel time and expenses payment. We offer an excellent staff benefits and incentives package and a comprehensive training and career development framework. All Social Care Wales / DBS fees all paid by Adferiad.

Service Profile

Service Details

Name of Service	Fronheulog Care Home
Service Telephone Number	01792816600
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	Welsh
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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?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
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The maximum weekly fee payable during the last financial year?	0
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If you wish to add further detail or comment regarding the scale of charges please do so below	
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Complaints

Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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Total number of formal complaints made during the last financial year	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values , embedded throughout the organisation.</p> <p>We gather feedback from clients via (ISO:9001 approved procedure)</p> <ul style="list-style-type: none"> • Face to face conversations with staff • Formal Reg 73 visits by our Responsible Individual • Anonymised questionnaires inc. Quality Care Evaluations • CIW Inspections • External ISO audits • Reviews of care plans • Partnership meetings - dedicated user involvement groups where staff & clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc <p>Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc</p> <p>Details of advocacy services (inc. complaints) are always highlighted & promoted.</p> <p>Feedback is recorded & analysed through our continuous improvement log</p>
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Service Environment

How many bedrooms at the service are single rooms?	21
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How many bedrooms at the service are shared rooms?	2
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How many of the bedrooms have en-suite facilities?	0
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How many bathrooms have assisted bathing facilities?	1
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How many communal lounges at the service?	2
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How many dining rooms at the service?	1
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Provide details of any outside space to which the residents have access	There is a small garden area at the back of the home. It is situated on the other side of the drive which leads to the parking facilities. The garden is slightly raised (30-60cm) above road height. It is accessible via a sloping path (which provides suitable access for wheelchair users which leads to a small patio area where residents are able to sit. The garden area contains a lawn, several trees and a variety of shrubs. EMI residents would be escorted when outside the residence. Non EMI residents have freedom of access, as required.
Provide details of any other facilities to which the residents have access	There is a drive in/drive out of the property with a parking area. There is open access to the grounds so it is possible for others to access the grounds. The front of the site facing Ithon Road is secured by a low stone wall with an attached metal railing fence which combined is approx. 1.4m high. There is an opening to the main road for the driveway. The rest of the site is secured by wooden panel fencing (approx. 2m).

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.

Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members' packs and are consulted on all aspects of the charity's running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).

Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisation's Values & Behaviours Framework.

Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.

Statement of Purpose & Service User Guide(s)- Service users are invited to be involved in reviewing our organisation's Statement of Purpose & Service User Guides at regular interviews.

Care & Support Plans- Person centred support plans are co-produced with clients and reviewed in 1:1 support sessions with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."

Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "More activities."

Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to the Company Secretary, they are acted upon promptly and fairly.

Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and the service.

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.

All clients receive a full, detailed assessment to identify how the service can meet their needs. We consider our service provision and its inclusion/exclusion criteria.

Prospective clients and families are given details of the service, the Statement of Purpose, the Service User Guide (easy read copy being developed), and a link to our website, with more information about Adferiad.

Individuals referred to us are contacted and a home visit arranged. We then assess their needs, preferred method of support, and create a support plan. Risk assessments for moving & handling, and environmental are also completed. Hereon in, the Manager/Team Leader maintains contact, reassures individuals and their family, and encourages them to ask questions.

All people in our support services have detailed support plans, co-produced between the service manager and client, identifying their goals and objectives, set around SMART principles (including specifically looking at physical health and mental wellbeing).

Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, housing etc. We ensure individuals are registered with health services i.e., GPs and Dentists.

Each client is given a Home File when their support begins. This file includes their Support Plan, Risk Assessments, Service User Guide, Complaints Procedure, Local Advocacy Services, Change of Circumstances Forms and Daily Log Contact Sheets for staff to complete at the end of each care & support call.

Current projects do not support children. If we did, our services would promote a child's development and mental health, ensuring a positive environment where children can live, play, and learn. Staff would interact positively with the children exposing them to sensitive, trusting relationships, and ensuring their rights and dignity is promoted & protected.

Support Plans would be created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Support would be delivered by a small, consistent staff team around each child. Staff would receive a high standard of individual specific training (including from external professionals such as Community Children Nurses) with regular on-going supervision & training.

If incidents occurred, support staff would use knowledge of the child and positive behaviour support techniques to defuse the situation & /or distract the child if possible.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority.</p> <p>Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles & responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three years).</p> <p>Further actions include:</p> <p>Training and Development: Staff are provided with appropriate training on Safeguarding and Health & Safety, tailored to their roles and responsibilities. This includes initial induction and refresher courses.</p> <p>Resources and Tools: The All-Wales Safeguarding App is provided on staff work devices for easy access to relevant information and procedures. Managers are trained in local reporting processes.</p> <p>Partnerships: Adferiad works closely with other agencies involved in client care/support, ensuring relevant information sharing protocols are followed. This collaboration extends to representation on the MARAC Representation Board.</p> <p>Risk Assessment and Management: Robust risk assessment and management processes are in place for both new services and individual clients. This includes clear procedures for reporting and reviewing changes in circumstances, with involvement from both staff and the individuals supported.</p> <p>Data Security: Adferiad has measures in place to protect individuals' data and sensitive information, including Cyber Essentials Plus certification and ongoing staff training in cybersecurity.</p> <p>Feedback and Support: There is a clear reporting and escalation process for both clients and staff to raise any concerns or issues, with prompt action taken where necessary. Clients are provided with contact details for on-call support if they feel unsafe.</p> <p>Advocacy and Support Services: Local advocacy, including complaints advocacy, is available to individuals and families, ensuring they have access to support and assistance when needed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The Hafal team support personal outcomes driven by the person's aspirations – accepting they are unique to the individual person and their life</p> <p>Goals and aspirations identified in the care plan must be</p> <ul style="list-style-type: none"> • Realistic – it can't be the same as it was, so how can I adapt, manage, remain hopeful and feel in control? • Achievable – what strengths have I got to deal with the future? What resources do I have within myself, my family, friends, and community? • Meaningful – addressing the person's real concerns and dilemmas • Evolving and changing – accepting that nothing stays the same. <p>Every aspect of a patient's life influences their state of wellbeing and treatment outcomes, and therefore the environment, 1:2:1 work, group delivery/ mutual aid and associated activities are all aligned to maximise opportunities for the patient to;</p> <ul style="list-style-type: none"> • Network of close friends • Improve family relationships • To have the opportunity for an enjoyable and fulfilling career / training or volunteering opportunities. • To have enough money to live • To have regular exercise • To have a nutritional diet • To have enough sleep • To partake in spiritual or religious beliefs • To identify fun hobbies and leisure pursuits • To improve self-esteem • To develop an optimistic outlook • To develop sense of purpose, identity and meaning • Have the ability to adapt to change and be prepared for life challenges <p>Managers and the responsible individual continually evaluate what "outstanding support" looks like and is summarised by our aspirations to ensure that people have access to preventative interventions that improve mental and emotional health.</p> <p>The vision, mission and values of the charity underpin, our drive for excellence and innovation, delivering exemplary care within our residential services. This includes significant investment into the environment of the service.</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)	0
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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?	No
	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?	No
	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?	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	