

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:	Cartref Annwyl (Ammanford) Limited																
The provider was registered on:	20/02/2019																
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">Cartref Annwyl Fan Care Home</td></tr><tr><td>Service Type</td><td>Care Home Service</td></tr><tr><td>Type of Care</td><td>Adults With Nursing</td></tr><tr><td>Approval Date</td><td>20/02/2019</td></tr><tr><td>Responsible Individual(s)</td><td>Sanjiv Joshi</td></tr><tr><td>Manager(s)</td><td>Joanna Williams</td></tr><tr><td>Maximum number of places</td><td>70</td></tr><tr><td>Service Conditions</td><td>There are no conditions associated to this service</td></tr></table>	Cartref Annwyl Fan Care Home		Service Type	Care Home Service	Type of Care	Adults With Nursing	Approval Date	20/02/2019	Responsible Individual(s)	Sanjiv Joshi	Manager(s)	Joanna Williams	Maximum number of places	70	Service Conditions	There are no conditions associated to this service
Cartref Annwyl Fan Care Home																	
Service Type	Care Home Service																
Type of Care	Adults With Nursing																
Approval Date	20/02/2019																
Responsible Individual(s)	Sanjiv Joshi																
Manager(s)	Joanna Williams																
Maximum number of places	70																
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	Via the eLFy system, staff complete modules before starting employment. For each module completed, they get paid a fixed sum. Within the 6 months probationary period, all staff get the opportunity to attend face to face training (relevant to their role). We plan the training courses for the year, meaning plenty of courses available. All training is booked in advance (normally 6 months). Further training may also be identified through supervision or as a result of concerns e.g. safeguarding.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In-house recruitment team provides a dedicated focus to the critical area of staffing, ensuring an efficient, effective and robust hiring process for the group in accordance with CIW regulations. Advertising /sourcing methods include job boards, poster campaigns, recruitment days, internal advertising, and an employee referral scheme. Overseas recruitment is a vital part of our staffing strategy and the immigration / sponsorship administration process is managed centrally.

Service Profile

Service Details

Name of Service	Cartref Annwyl Fan Care Home
Service Telephone Number	01269592447
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 (to a limited extent)

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	100
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Fees Charged

The minimum weekly fee payable during the last financial year?	797.92
The maximum weekly fee payable during the last financial year?	1251.55
If you wish to add further detail or comment regarding the scale of charges please do so below	This represents the lowest and highest points of our usual scale of charges during the financial year.

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We had two formal rounds of quality of service questionnaires given to all residents and their families, with the feedback reviewed by the Home Manager, Head of Region and Responsible Individual. In addition, there were 3 residents' meetings and 2 relatives / representatives' meetings held during the year

Service Environment

How many bedrooms at the service are single rooms?	60
How many bedrooms at the service are shared rooms?	5
How many of the bedrooms have en-suite facilities?	28
How many bathrooms have assisted bathing facilities?	11
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	3 outside gardens
Provide details of any other facilities to which the residents have access	Hair salon and cinema 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.

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.	Residents (or their representatives) who responded to our feedback questionnaires felt they were able to make choices and have a say in their day-to-day life at the home. The Regulation 73 visits, Regulation 80 reports and other internal monitoring suggest that there is a good level of engagement and choice, along with the independent reviews published on carehome.co.uk. Our policies and procedures around choice, engagement and care planning are regularly reviewed and updated.
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.	Residents (or their representatives) who responded to our feedback questionnaires felt that the home was the best home for them, in terms of supporting their needs. This matches the RI's findings in the Regulation 73 visits, Regulation 80 reports and other internal monitoring, and also the reviews published on carehome.co.uk. Our policies and procedures around health and wellbeing are regularly reviewed and updated. The home's Facebook page and newsletter evidences the residents' happiness and the support they receive.
The extent to which people feel safe and protected from abuse and neglect.	Residents (or their representatives) who responded to our feedback questionnaires: - felt they were safe, well looked-after and protected from abuse and neglect, and - said they were happy and felt supported to maintain their health and wellbeing. This matches the RI's findings from the Regulation 73 visits, the Regulation 80 reports and other internal monitoring, and the carehome.co.uk reviews. Our policies and procedures around safeguarding are regularly reviewed and updated, including in relation to safe and effective recruitment, training, supervision and staff competence and discipline.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Residents (or their representatives) who responded to the March feedback questionnaires: - felt that the home's environment, facilities, food and activities were appropriate, and - said they had the opportunity to engage in enjoyable activities regularly. This matches the RI's findings from the Regulation 73 visits, the Regulation 80 reports and other internal monitoring, as well as carehome.co.uk reviews. We engage regularly and transparently with commissioners to ensure that our service meets the needs of current and future residents. The home's Facebook page and newsletter also demonstrates the quality of support provided.

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)	34
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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
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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
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No. of posts vacant	0
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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
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Health & Safety	1
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Equality, Diversity & Human Rights	1
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Infection, prevention & control	1
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Manual Handling	1
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Safeguarding	1
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Medicine management	1
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Dementia	1
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Positive Behaviour Management	1
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Food Hygiene	1
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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Contractual Arrangements

No. of permanent staff	1
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No. of Fixed term contracted staff	0
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No. of volunteers	0
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No. of Agency/Bank staff	0
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No. of Non-guaranteed hours contract (zero hours) staff	0
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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
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No. of part-time staff (17-34 hours per week)	0
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No. of part-time staff (16 hours or under per week)	0
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	0
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.	
Contractual Arrangements	
No. of permanent staff	0
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
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
Nursing care staff	

Does your service structure include roles of this type?	No
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	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
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)	5
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.	Day 7am to 7pm & Night 7pm to 7am
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
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	6
Equality, Diversity & Human Rights	5
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (16 hours or under per week)	0
<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.	Day 7am to 7pm & Night 7pm to 7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	36
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	5
Health & Safety	31
Equality, Diversity & Human Rights	33
Infection, prevention & control	31
Manual Handling	33
Safeguarding	34
Medicine management	0
Dementia	32
Positive Behaviour Management	32
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	36
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)	20
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	0
<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.	Day 7am to 7pm & Night 7pm to 7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	31

No. of staff working towards the required/recommended qualification	4
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	12
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	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	11
Manual Handling	9
Safeguarding	10
Medicine management	0
Dementia	12
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	12
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)	1
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	6
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	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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	7
Safeguarding	8
Medicine management	0
Dementia	9
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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)	1
No. of part-time staff (17-34 hours per week)	6
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
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.	Business Support - Administration Wellbeing Staff - Activities, wellbeing Maintenance staff - Home maintenance

Filled and vacant posts	
No. of staff in post	4
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	2
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	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
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
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)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0