

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:	BRYN MEDDYG CARE HOME LTD		
The provider was registered on:	20/05/2019		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Bryn Meddyg Care Home Ltd		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	20/05/2019	
	Responsible Individual(s)	Iona Rogers	
	Manager(s)	Eryl Rogers	
	Maximum number of places	34	
	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	Staff are kept up to date on all training required. This year we are using face to face training by outside trainers
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are very lucky here at Bryn Meddyg that we are able to retain the majority of staff. Of course, there have been some staff we have decided to leave but we have been able to employ new when required.

Service Profile

Service Details

Name of Service	Bryn Meddyg Care Home Ltd
Service Telephone Number	01758750693
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	51
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	765.03
The maximum weekly fee payable during the last financial year?	765.03
If you wish to add further detail or comment regarding the scale of charges please do so below	The difference in weekly fees for council own residential homes (£950) and private homes (£765.03) is staggering.

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual questionnaire

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	32
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	0
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Enclosed raised patio with seating area.
Provide details of any other facilities to which the residents have access	service users kitchen (assisted)

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.	Prior to the admission to the home a senior worker will visit the client to ensure that we can provide the best possible care for them. Following this we obtain information from the Service Users, their relatives or friends, social worker or nursing staff, if in hospital; this is done to prepare for the social, health and personal needs of the residents. A written Care Plan (Service Users Plan) will be formulated, following consultation with the Service User or their representative, as to how the Service User's needs in respects of his or her health and welfare are to be met. This care plan will be discussed with the service user and their representatives, whom, if they agree, will sign the care plan. Service users or their representative will have full access to their care file, which is kept in the main office. This plan will take into account any recommendations made by the Social Service department where a Service User is being accommodated under arrangements made with the local authority. The plan will be available to the Service User and will be reviewed, normally on a monthly basis, and may be altered or revised following consultation: any alteration will be made known to the Service User or their representative. A six monthly questionnaire is sent out to service users and their families/representatives with outcomes presented back to them. A six monthly questionnaire is sent out to service users and their families/representatives with outcomes presented back to them. An annual questionnaire is also sent out to Gps, district nurse, and social services. Gathering information this way, ensures that, we are able to provide the best possible care for our service user
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.	Service Users are encouraged and assisted in maintaining a high quality of life, with respect to their individuality. Independence is encouraged to allow the Service User the opportunity to choose their own level of freedom, habits and lifestyles whenever possible.
The extent to which people feel safe and protected from abuse and neglect.	Service Users are encouraged to comment freely, or can complain, on any aspect of the service provided by the home. This can be done either through formal or informal channels in the knowledge that the clients' view will be listened to and wherever accommodated. Emphasis is given at Bryn Meddyg for the staff to act on the Service User's behalf at all relevant times.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Service Users are encouraged and assisted in maintaining a high quality of life, with respect to their individuality. Independence is encouraged to allow the Service User the opportunity to choose their own level of freedom, habits and lifestyles whenever possible. They are encouraged to manage their own affairs to make their own decisions so that they are self-advocating. Those that are unable to exercise their rights to their best interests will be able to have an advocate to act on their behalf. This will normally be a relative, friend, and professional person or in the absence of these contact will be made with Gwynedd Social Services to arrange for external advocacy. There are no restrictions or discrimination on sex, religion, disability, language or race. Service Users' affairs are dealt with confidentially and their privacy is respected, whilst clients' and their families are expected to look after their own legal financial matters. Service Users will be treated with courtesy at all times and their dignity respected. Encouragement is given to help fulfil spiritual needs with clergy calling at the home and transport provided to Sunday services in the village. If at all possible, Service Users can retain their own general practitioners. They will have access to the community nursing services, any such care being carried out in private. Service Users may handle their own medicines when it is appropriate to do so

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) 3

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
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	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?	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
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	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	0
No. of staff working toward required/recommended qualification	0
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	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
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)	0
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	2
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.	Senior Carer - Our senior carers oversee and monitor the carers. A part of their role they also attend to the care needs and comforts of our service users. Carers - Our carers provide personal care, including showering, baths, shaving and oral hygiene, to our service users. They support people with mobility issues and transfers using appropriate equipment. If a care package dictates, support with feeding and hydration. Supporting and administering medication as per the company's policies and procedures.
Filled and vacant posts	
No. of staff in post	27
No. of posts vacant	1
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	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	20
Manual Handling	25
Safeguarding	0
Medicine management	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	oral hygiene, mental health, falls, conflict management, fire, report keeping
Contractual Arrangements	
No. of permanent staff	30

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)	13
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	18
No. of staff working toward required/recommended qualification	6