

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:	Methodist Homes
The provider was registered on:	25/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Coed Craig	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/04/2019
	Responsible Individual(s)	Karen Slater
	Manager(s)	Karen Stanley
	Maximum number of places	45
	Service Conditions	There are no conditions associated to this service
	Ty Gwyn	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	25/01/2019
	Responsible Individual(s)	Karen Slater
	Manager(s)	Valentina Stan
	Maximum number of places	45
	Service Conditions	There are no conditions associated to this service
	Mbrel Court	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	13/02/2019
	Responsible Individual(s)	Karen Slater
	Manager(s)	Suzanne Taplin
	Maximum number of places	36
	Service Conditions	There are no conditions associated to this service
	Adlington House	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/04/2019
	Responsible Individual(s)	Karen Slater
	Manager(s)	Jackie Archer
	Partnership Area	North Wales
	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	To assist in the identification of learning needs across MHA, the People Development team engage annually with the Senior Leadership Team (SLT) to identify forthcoming organisational learning and development needs. Identified needs will help formulate the annual learning and development plan, including budget resource. Individual learning and development needs are identified through the 1:1 and appraisal process.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have carried out interventions to support the recruitment and retention of staff in all our care homes and retirement living schemes across Wales; in general, we do not struggle to recruit, and we work closely with Indeed and our agency partners, utilising their platform to support some of the following interventions we have in place at MHA.

## Service Profile

### Service Details

Name of Service	Adlington House
Service Telephone Number	01492541065
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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### Fees Charged

The minimum hourly rate payable during the last financial year?	24.20
The maximum hourly rate payable during the last financial year?	24.20
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	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Newsletters, resident association meetings, committee meetings, manager meetings, area manager meetings, and meeting with MH A's head of retirement living.

### 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

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.

The leaseholders at Adlington are involved in all decision making, they are asked if they prefer male or female care support staff. They are involved in the setting up and completion of their care plans and will work in partnership with the staff in reviewing needs and care provided.

We provide information on how to access advocacy services, complaints, and whistleblowing. The complaints policy is clear and easy to understand. All complaints are dealt with in a sensitive way and in a timely manner. It is transparent and available to all.

There is an open door policy so that residents can speak to staff when they need to. Appointments can be made if required to see them in their own homes for private discussions.

The leaseholders have regular meetings and have their own resident's association, all who live at Adlington can join this. The meetings are formal and held quarterly with an agenda and action plans. Members of the staff team are invited to provide communication and input. All areas are discussed and formulated from the committee who meet regularly and advocate decisions for the residents.

A flexible person centered approach to care for the residents who use our service, from the onset and throughout the process. We actively listen to our residents and support them in fulfilling their wishes and needs.

The staff have a caring, understanding attitude, empowering all who use our service. Care plans are formulated with the residents from the onset and reviewed at a minimum of three monthly in line with CIW and NICE guidelines. It is our policy to include and have a transparent relationship with all.

We have timely care calls for people using our service, which can be adapted as needs change. We have the flexibility of on-site staff to provide flexibility and emergency provision and support.

Our daily wellbeing checks are for all residents and will include a telephone call to check on all, or a face to face chat. When people come out of hospital or following a period of illness they will be supported by our wellbeing team.

We have provided a hearing loop in our main lounge to support the needs of people using our service and updated the communal IT system. We are looking to provide electronic care plans by 2024, digital emergency systems for all residents.

We have an in-depth training and monitoring system for all staff.

<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>Our wellbeing service is available to all residents, not just those who receive care from us. Each resident has an in-house call pendant which enables them to get help in an emergency. This is monitored and audited monthly.</p> <p>Residents receive a daily call to check that they are okay and do not need any additional support. This system can be used by all and will give support and comfort to residents in an emergency. MHA surveys are done annually, and results made available.</p> <p>Quality of care is 100% level of satisfaction. A good team who listens and provides a person-centred approach in line with the needs of the people who use the service.</p> <p>100% satisfaction that complaints will be heard, dealt with quickly and outcomes recorded in line with our systems.</p> <p>Personal care surveys will be given to individuals who receive our service. These may not always be handed in, formal or may be anonymous. We have an open-door policy and opportunity for people to raise concerns. Residents feel confident that these comments have been recorded and dealt with. They receive outcomes in a timely manner.</p> <p>We have an open-door policy so that all concerns, difficulties, and questions can be discussed at source, often before they become a bigger problem.</p> <p>Residents are encouraged to maintain their own General Practitioner and Primary health Care team. Staff at Adlington can support to make appointments and attend with residents if they do not have family to support.</p> <p>The ordering of medications can be supported to provide continuity of services.</p> <p>As part of our wellbeing service, we have a chaplain who will support with spiritual, social, cognitive, and personal wellbeing. She works with groups and one to one. Her work can be tailored to the needs of the residents.</p> <p>Residents are involved with all care and health decisions. Partnership working with residents and their families play a big part of what we do. All colleagues show that the MHA values are important, and this is shown in the support and care provided to our residents.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive training in:</p> <ul style="list-style-type: none"> <li>Equality and diversity</li> <li>General data protection regulations</li> <li>Health and safety</li> <li>Safeguarding adults</li> <li>Safeguarding children</li> <li>Whistleblowing</li> <li>Complaints</li> <li>Person centered care planning</li> <li>Communication skills</li> </ul> <p>There are policies in situ to supplement the training done, and these are discussed at team meetings.</p> <p>All staff are aware of their roles and responsibilities, and this also forms part of interviews and inductions.</p> <p>Residents and staff know how to raise a complaint and what to do if they feel it was not dealt with correctly. They know that their complaint will be taken seriously and actioned. Our whistleblowing policy protects staff and residents and enables them to bring to the attention of the Manager any concerns.</p> <p>Residents have information about raising concerns and who to ask for support. There are details of CIW, advocacy, Ombudsman, and complaints procedures available on the notice boards should they feel that any complaint has not been dealt with appropriately. MHA have digital systems in place so that complaints can be recorded.</p> <p>Residents are confident that all complaints and concerns will be dealt with confidently, confidentially in a timely manner with feedback. That they will be treated with respect throughout the entire process.</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)	8.11
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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	0
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Manual Handling	1
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Safeguarding	0
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Dementia	0
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Positive Behaviour Management	1
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Food Hygiene	0
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Please outline any additional training undertaken pertinent to this role which is not outlined above.		Asbestos for Managers and Maintenance (Statutory) Falls: Minimising the Risk (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) Protecting Children from Abuse (Regulatory) The Mental Capacity Act (Statutory) H&S: Basics and Essentials (Statutory) Anti-Bribery (MHA Mandatory) Risk Assessment in the Home (Statutory) Cyber Security Awareness (MHA Mandatory) GDPR for Managers (Statutory) ARCO (Associated Retirement Community Operators) Programme (MHA Mandatory) First Aid and Basic Life Support (Statutory) Engaging Leadership Programme (ELP) An Introduction to Fundraising Whistleblowing
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?	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
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls: Minimising the Risk (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) Deprivation of Liberty Safeguards (DOLS) (Statutory) The Mental Capacity Act (Statutory) Tissue Viability: Pressure Injuries (MHA Mandatory) Medication Management: The Principles (MHA Mandatory) Risk Assessment in the Home (Statutory) Cyber Security Awareness (MHA Mandatory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory) Bullying & Harassment for Employees (MHA Mandatory)
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)	0
No. of part-time staff (17-34 hours per week)	1
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	1
No. of staff working towards the required/recommended qualification	0
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
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	8
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	2
Health & Safety	3
Equality, Diversity & Human Rights	5
Manual Handling	3
Safeguarding	4
Dementia	3
Positive Behaviour Management	9
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>Degenerative Diseases: Understanding the Conditions (MND, MS) - Care Homes</p> <p>Deprivation of Liberty Safeguards (DOLS) (Statutory)</p> <p>Documenting in a Care Environment (MHA Mandatory)</p> <p>Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory)</p> <p>End of Life Care: Bereavement</p> <p>Falls: Minimising the Risk (MHA Mandatory)</p> <p>Fire Evacuation Drill - Site Specific (MHA Mandatory)</p> <p>Fire Safety: A Practical Approach (Statutory)</p> <p>First Aid and Basic Life Support (Statutory)</p> <p>Incident Reporting - Care Homes/Retirement Living</p> <p>Infection Control: An Overview (Statutory)</p> <p>Medication Management: The Principles (MHA Mandatory)</p> <p>Person Centred Care Planning - Retirement Living (Regulatory)</p> <p>Protecting Children from Abuse (Regulatory)</p> <p>Risk Assessment in the Home (Statutory)</p> <p>The Mental Capacity Act (Statutory)</p> <p>Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)</p> <p>Tissue Viability: Pressure Injuries (MHA Mandatory)</p>

#### Contractual Arrangements

No. of permanent staff	8
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)	6
No. of part-time staff (16 hours or under per week)	2

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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No. of staff working towards the required/recommended qualification	2
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.	Domestic Assistant x 2 Chaplain x 1 Housing Assistant x 1 Maintenance Worker / Gardener x 1
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	1
Health & Safety	5
Equality, Diversity & Human Rights	1
Manual Handling	5
Safeguarding	4
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ARCO (Associated Retirement Community Operators) Programme (MHA Mandatory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) Incident Reporting - Care Homes/Retirement Living Infection Control: An Overview (Statutory) Legionella Awareness (Statutory) Protecting Children from Abuse (Regulatory) Risk Assessment in the Home (Statutory) The Mental Capacity Act (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)
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)	0
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	5
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Coed Craig
Service Telephone Number	01492544075
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	67
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### Fees Charged

The minimum weekly fee payable during the last financial year?	835.96
The maximum weekly fee payable during the last financial year?	1180.26
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	5
Number of complaints partially upheld	3
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	8
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents and relative surveys, Google, carehomes.co.uk, resident meetings, relative meetings, and an open door policy.

### Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	45
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	We have three outside patio areas, two of which residents have free access to. We have lovely grounds with a fish pond and lots of seating areas. We are located in a lovely part of North Wales, very close to the sea.
Provide details of any other facilities to which the residents have access	Outside areas. We have a mini bus so residents can go out on trips to the theatre, cinema, garden centres. Also out for meals etc. Lots of activities on offer with both in house and outside entertainment.

#### 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.

We encourage all residents to be actively involved in all decisions and choices in relation to the care and support they receive at Coed Craig. To support our residents, we make available information for them throughout the home on our notice boards. We also provide new residents with a welcome pack which gives them a brief insight into what is on offer, who staff are and an overview of meals, activities, and the home.

We have regular residents and relative meetings. These meetings are to enable open discussions between the residents, families, and the managers, and to give everyone the opportunity to voice their views regarding the running of the home, including food, activities and any concerns or improvements that are required to improve the quality of the service we provide. We encourage two-way discussions between all staff and relatives/friends, this way people feel comfortable bringing any concerns or compliments to the relevant person.

Advocacy information and contact details are available for residents and their family and friends on our notice boards around the home.

There is a leaflet board on entering the home for residents and their relatives/next of kin/advocates to pick up lots of information around care, money issues, will writing services and advocate services.

We adopt a person centered approach to the care we provide. We endeavour to involve the resident in all aspects of their care and support planning, considering their life history, choices, and preferences along with current needs to develop a person-centered plan of care for each resident that is tailored to their specific needs, no matter how small they may appear.

Maintaining relationships, including those with family, carers, and friends, is an important aspect of a person's identity and can have a significant impact on whether people feel they are being listened to and heard.

We place great emphasis on the importance of our staff taking time to really listen to what is being said or communicated – both verbally and non-verbally. This can often be overlooked either because of a focus on physical tasks or belief that a person could not communicate their preferences and wishes if their ability to communicate verbally is compromised; our aim is to create a keen sense of belonging within the home, and inclusion for all.

<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 are against discrimination, and challenge unfair treatment. We believe that all people have the right to make decisions about their lives. We support everyone in our home to discover and exercise these rights, and support people to live their lives with dignity, privacy, and choice. We recognise and celebrate the diversity of all, acknowledging unique needs, choices, cultures, and values.</p> <p>We support everyone to live independently and exercise their right to choose and ensure that their voices are heard. We recognise that everyone is different, and we make sure they participate in their care by adopting a person centred approach when writing their care plans.</p> <p>Respecting everyone's rights means involving them in the way their care and support is delivered. We do this both informally with individuals and in more formal settings, such as residents' meetings, and through questionnaires and surveys.</p> <p>We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.</p> <p>We recognise that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence, empowerment, and social inclusion, regardless of race, gender, disability, age, sexual orientation, and religious beliefs. We adopt an open door policy and ensure all residents know how to raise a concern or complaint along with how to access an independent advocate.</p> <p>Supporting our residents to be independent is paramount for their health and wellbeing. What we must ensure is that our risk assessment process is effective to explore and minimise risk and harm in all aspects of daily living.</p> <p>Our staff deliver personal care in a way that ensures dignity for the individual, respecting closed curtains/doors and seeking permission prior to entry. To enhance continuity of care and support we are currently recruiting for both day and night care and senior care staff to join our team.</p> <p>Personal boundaries and a resident's personal space is actively promoted by all our staff, and communication between staff and residents takes place in a manner that respects their individuality. Confidential information is shared to enable care and support, only when the resident has given their consent.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All our staff are trained to recognize and report abuse. Staff have received face to face safeguarding training from our MHA Safeguarding Lead. The safeguarding and whistleblowing policies and contact numbers are on the noticeboard in the main staff area. All staff are given a copy of the MHA code of conduct, the safeguarding policy, and the whistleblowing policy on induction.</p> <p>The contact numbers of our MHA Safeguarding Lead and the Area Manager are also readily available for staff to contact.</p> <p>A "Safeguarding Board" has been put in place in the staff area to remind/advise staff the policies and procedures around reporting concerns. All staff, residents and their representatives are aware of our MHA 'Safeguarding Adults Policy' and the associated aide memoirs are to be easily available for all (pocket size).</p> <p>Any alleged abuse is reported internally on our Radar system which alerts the senior management team in the organisation. A safeguarding form is completed and submitted to the safeguarding team on their secure email. A regulation 60 is completed and submitted to CIW.</p> <p>The safety and wellbeing of the adult at risk is paramount. Residents should experience the safeguarding process as empowering and supportive.</p> <p>Sometimes residents without mental capacity to protect themselves may need to have their freedom restricted to keep them safe. If this restriction amounts to constant supervision and control and prevents the person leaving, a DoLS application will be submitted to the DoLS team. The DoLS team will determine if an authorisation is granted and whether this is subject to any conditions.</p> <p>This process protects people and ensures that the restrictions placed on their freedom are in their best interest and are the least restrictive. All residents with a DoLS in place are recorded on Radar.</p> <p>The Disclosure and Barring Service (DBS) is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable people. The DBS carries out criminal record checks for anyone who is employed in a 'regulated activity.'</p> <p>We have an obligation, should we be concerned about a member of staff, to refer the matter to the DBS if the person has caused harm, or poses a risk of harm to vulnerable people. The DBS has the power to bar people from working with vulnerable adults and/or children. Some criminal convictions carry an automatic bar, whereas others leave it to the discretion of the DBS as to whether a person should be barred.</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Coed Craig is based in a sought after location on the North Wales coast it is both secluded but easily accessible. Established gardens have pedestrian and wheelchair accessible paths and benches.

Local shops and cafes are no more than 5 minutes away and the area has a variety of accommodation for families coming from afar.

The home is staffed by a dedicated team, who have undertaken training to understand the needs of the residents in this specific environment.

Coed Craig is a busy home with an engaging atmosphere. All staff are aware that they work in the residents' home rather than the residents living in the staff member's workplace. Diligence starts at the front door with the welcome each new resident receives when they come to live here.

Coed Craig was opened by MHA Patron Baroness Kathleen Richardson of Calow OBE in 1999 after being built on the site of an older house, "Rockwood" adopting the Welsh name for the earlier property.

The home has its own Facebook page which is successful with both families and the wider community. A platform to share our excellent work while also enabling people the ability to get involved with the home.

Coed Craig was the first home in MHA to introduce Famileo to our residents and their loved ones. This was an enormous success particularly through the pandemic when the home was closed for loved ones to visit. The gazettes were and are well received and enjoyed by our residents.

We also utilise the system of Relish which captures and records those moments of meaningful activity which are so important for health and wellbeing. Relish also provides ideas for new activities and a means of reviewing their success.

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)

43.44

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
<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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asbestos for Managers and Maintenance (Statutory) Fire Safety: A Practical Approach (Statutory) Appropriate Use of Bedrails (MHA Mandatory) The Mental Capacity Act (Statutory) Tissue Viability: Pressure Injuries (MHA Mandatory) Legionella Awareness (Statutory) Cyber Security Awareness (MHA Mandatory) Boots: Patient Pack Dispensing - including Safe Handling of Medicines (Regulatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) First Aid and Basic Life Support (Statutory) Infection Control Champions Programme An Introduction to Fundraising Bullying & Harassment for Employees (MHA Mandatory) Assessing Risk in Everyday Care (Statutory)
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?	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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fire Safety: A Practical Approach (Statutory)</p> <p>Appropriate Use of Bedrails (MHA Mandatory)</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>The Mental Capacity Act (Statutory)</p> <p>Tissue Viability: Pressure Injuries (MHA Mandatory)</p> <p>Legionella Awareness (Statutory)</p> <p>Documenting in a Care Environment (MHA Mandatory)</p> <p>Anti-Bribery (MHA Mandatory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>Care Planning Facilitator Training Workshop</p> <p>Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)</p> <p>Modern Slavery</p> <p>Assessing Risk in Everyday Care (Statutory)</p>
<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
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	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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality and Information Handling (Statutory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) The Mental Capacity Act (Statutory) Documenting in a Care Environment (MHA Mandatory) Cyber Security Awareness (MHA Mandatory) GDPR for Managers (Statutory) Fire Evacuation Drill - Site Specific (MHA Mandatory) An Introduction to Fundraising Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory) Bullying & Harassment for Employees (MHA Mandatory) Assessing Risk in Everyday Care (Statutory)
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
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
<div>Nursing care staff</div>	
Does your service structure include roles of this type?	No
<div>Registered nurses</div>	
Does your service structure include roles of this type?	No
<div>Senior social care workers providing direct care</div>	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	9
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	1
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	3
Safeguarding	5
Medicine management	7
Dementia	2
Positive Behaviour Management	2
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Bullying & Harassment for Employees (MHA Mandatory) Care Planning Facilitator Training Workshop Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Deprivation of Liberty Safeguards (DOLS) (Statutory) Digital Champions Documenting in a Care Environment (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Falls: Balancing Risk (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) First Aid and Basic Life Support (Statutory) H&S: Risk Management (Statutory) Incident Reporting - Care Homes/Retirement Living Infection Control: An Overview (Statutory) The Mental Capacity Act (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory) Tissue Viability: Pressure Injuries (MHA Mandatory) Wound Care: Skin Tears (MHA Mandatory)
Contractual Arrangements		
No. of permanent staff	9	
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	1	
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)	3	
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.	5 x 39 hours 3 x 33 hours 1 x 0 hours	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4	
No. of staff working towards the required/recommended qualification	5	
Other 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	29	
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	6
Health & Safety	18
Equality, Diversity & Human Rights	15
Infection, prevention & control	13
Manual Handling	14
Safeguarding	22
Medicine management	1
Dementia	14
Positive Behaviour Management	3
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Appropriate Use of Bedrails (MHA Mandatory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Deprivation of Liberty Safeguards (DOLS) (Statutory) Documenting in a Care Environment (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Falls: Balancing Risk (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) First Aid and Basic Life Support (Statutory) H&S: Control of Substances Hazardous to Health (COSHH) (Statutory) Incident Reporting - Care Homes/Retirement Living The Mental Capacity Act (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)

#### Contractual Arrangements

No. of permanent staff	29
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	7

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)	10
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	9

#### 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.	1 x 6 hours 1 x 11 hours 3 x 22 hours 1 x 24 hours 1 x 28 hours 5 x 33 hours 6 x 39 hours 4 x 44 hours 7 x 0 hours
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Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	7
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	7
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	4
Equality, Diversity & Human Rights	6
Infection, prevention & control	3
Manual Handling	3
Safeguarding	6
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Appropriate Use of Bedrails (MHA Mandatory)</p> <p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>Documenting in a Care Environment (MHA Mandatory)</p> <p>Falls: Balancing Risk (MHA Mandatory)</p> <p>Fire Evacuation Drill - Site Specific (MHA Mandatory)</p> <p>Incident Reporting - Care Homes/Retirement Living</p> <p>The Mental Capacity Act (Statutory)</p> <p>Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)</p>
Contractual Arrangements	
No. of permanent staff	7
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)	5
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	7
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Assessing Risk in Everyday Care (Statutory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) GDPR for Managers (Statutory) Incident Reporting - Care Homes/Retirement Living Legionella Awareness (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)
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
<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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	4
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.	Activities Co-ordinator x 1 Chaplain x 1 Maintenance Worker / Gardener x 2
<div>Filled and vacant posts</div>	
No. of staff in post	3
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anti-Bribery (MHA Mandatory) Asbestos for Managers and Maintenance (Statutory) Assessing Risk in Everyday Care (Statutory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Deprivation of Liberty Safeguards (DOLS) (Statutory) Documenting in a Care Environment (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Falls: Balancing Risk (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Incident Reporting - Care Homes/Retirement Living Legionella Awareness (Statutory) The Mental Capacity Act (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)
<div style="border: 1px solid green; padding: 5px; background-color: #e0ffe0;">Contractual Arrangements</div>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	3
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px; background-color: #e0ffe0;">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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px; background-color: #e0ffe0;">Staff Qualifications</div>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Morel Court
Service Telephone Number	02920704811
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	

## Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	59
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	969.06
The maximum weekly fee payable during the last financial year?	1293.71
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	3
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Famileo, Facebook, relative meetings, resident meetings, open-d days, memorial services, volunteer days, and MHA Sunday.

#### Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	36
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Front and rear gardens.
Provide details of any other facilities to which the residents have access	<p>Morel Court is spread over four floors all accessed via the lift situated in the reception area of the home. Residents can also access each floor by using the chair lifts at the far end of the building. All floors have access to communal bathrooms with adapted baths and wet rooms and all bedrooms have an ensuite toilet and hand basin.</p> <p>The top floor has a hairdressing salon where our visiting Hairdresser carries out treatments once weekly by appointment. Residents are also offered a course of reflexology treatments in the privacy of their own room should they wish too.</p> <p>The top floor also has a large communal bathroom with an adapted spa bath in place. The floor has a small kitchenette with facilities for residents and visitors to make a hot drink and a snack.</p> <p>The second and first floors of the home each have a tea bay again where residents and visitors can make a hot drink and snack, there are additional seated areas for residents and visitors to sit.</p>

#### 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.

The residents are involved in all decision-making and supported and enabled to express who they are as an individual and what they want and provided with information on how to contact an Independent Advocacy Service.

Information is available throughout the home on our notice boards on these advocacy services, along with the Complaints Policy and Whistle Blowing Policy. Our Complaints Policy is clear, easy to understand and responsive. All complaints are handled sensitively and in a timely manner.

The home has a robust complaints procedure in place whereby the Home Manager uses an online RADAR reporting system.

We have regular residents' meetings. These meetings are in place to enable open discussions between the Residents and the Managers, and to give everyone the opportunity to voice their views regarding the running of the home, including meals, activities, plans for refurbishment and any concerns or improvements that are required to improve the quality of the service we provide.

We recognise the importance of sensory loss, hearing and sight problems may inhibit a person's ability to exercise voice, choice, and control. The home has installed a new up to date sound system in the communal lounge and dining area to assist those with hearing loss to be able to participate at meetings, services and activities, and all notices and written information such as meeting minutes are available in large print.

Our residents have a staff member known as a Keyworker allocated to them on admission, the staff member supports the resident in all aspects of their daily lives, including helping them to retain contact with their local community, and to continue following their interests and activities outside of the home.

Part of being able to exercise voice, choice and control includes being able to handle and use money. Often this is taken away from a resident when they enter a social care setting. The residents are supported to handle their own money should they so wish and are given the opportunity to regularly purchase goods from our inhouse shop or within the local community.

We adopt a person centered approach to the care we provide. This ensures the service user is involved in all aspects of their care planning and can make their own choices and decisions on how their needs can be met, this creates a strong sense of being valued as an individual.

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.

We value and respect everyone's right to choice, privacy, independence, dignity, equality, and inclusion.

We are against all forms of unfair discrimination, and challenge unfair treatment, and believe that all people have the right to make decisions about their lives, we support everyone in our home to discover and exercise these rights, and support people to live their lives with dignity, privacy, and choice.

We recognise the diversity of all and their unique needs, choices, cultures, and values.

We support everyone to live independently and exercise their right to choice and ensure that their voices are heard. We recognise that everyone is different and make sure they are involved in their care by adopting a person centered approach whereby each resident is fully involved in the writing of their care plan and often choose to add their own comments to the support plans.

Respecting everyone's rights means involving them in the way their care and support is delivered, we do this both informally with individuals and in a more formal settings, such as residents' meetings, questionnaires, and surveys.

We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.

We recognise that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence, empowerment, and social inclusion, regardless of race, gender, disability, age, sexual orientation, and religious beliefs.

We adopt an open door policy and ensure all residents have access to the Whistle Blowing Policy, Complaints Procedure and Policy and use of an outside Advocate.

Our staff deliver personal care in a way that ensures dignity for the individual respecting closed curtains/doors and seeking permission prior to entry. We provide a workforce that is appropriately skilled and trained to deliver good-quality care, we ensure strong leadership at all levels and adopt a zero tolerance of all forms of abuse.

We ensure everyone feels able to complain without fear of retribution and assist people to maintain confidence and self-esteem.

Personal boundaries and a resident's personal space is actively promoted by all our staff, and communication between staff and residents takes place in a manner that respects their individuality.

The extent to which people feel safe and protected from abuse and neglect.

All our staff are trained to be able to recognize and report different forms of abuse. In the case of alleged abuse, each staff member is given a copy of the Codes of Conduct when commencing their employment with us. If abuse has been identified within the home, I would notify the Local Safeguarding Authority, the individual's Social Worker, if necessary, their Next of Kin and the Police if necessary, and inform CIW through the statutory notification online reporting system.

Involvement of the individual in an enquiry is essential, the priority in any suspected cases of abuse is to ensure the safety and wellbeing of the adult at risk. The wishes of the resident are important, they should 'experience the safeguarding process as empowering and supportive.'

Sometimes residents without mental capacity to protect themselves may need to have their freedom restricted to keep them safe. If this restriction amounts to constant supervision and control and prevents the person leaving, in this instance a DOLS referral can be made, an assessment is then carried out in the Best Interest of that resident.

It must then decide whether it would be right to authorise the deprivation of liberty. The idea of this is to protect people and make sure that the restrictions placed on their freedom are in their best interests to keep them safe and restrict them as little as possible in the circumstances.

The Disclosure and Barring Service (DBS) has been set up by the Home Office. Its role is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. The DBS carries out criminal record checks for anyone who is employed in a 'regulated activity.'

This term is defined in the Safeguarding Vulnerable Adults Act 2006 and covers, among other things, the provision of Health and/or Social Care in the form of personal care or other care, such as domestic help to adults who need it because of age, illness, or disability.

We have an obligation should we be concerned about a member of staff to refer the matter to the DBS if the person has caused harm or poses a risk of harm to vulnerable groups.

The DBS has the power to bar people from working with vulnerable adults and/or children. Some criminal convictions carry an automatic bar, whereas others leave it to the discretion of the DBS as to whether a person should be barred from this work.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Morel Court is lucky to be located close to Penarth Town Centre, Penarth Pier and beach front.

We have good public transport links with a bus stop situated adjacent to the building and a trusted taxi service. We regularly have residents that hop onto a bus to take a trip up town.

Due to our prime location, we have great links already established with a local Nursery, Primary and Secondary Schools. The home benefits from several local Clergy visits to ensure that residents can continue to practise their chosen beliefs within the home should they be unable to visit their church.

Our local community supports us in raising awareness of the home through free advertising of all our events and donates prizes to our regular raffles, all funds raised add to our amenity fund that is in place to benefit our residents with extra days out and seize the day activities.

The home has a wonderful sensory garden adding to our already fabulously landscaped rear gardens. The area is used by residents, relatives, and visitors to the home as a quiet place for reflection and contemplation.

The residents at Morel Court play a huge part in the decision making for the home, any improvements, additions, meal choices and daily life. We hold regular resident and relative meetings to share what's going on in the home and welcome all feedback on how we can continue to improve the service we are providing.

We have many volunteers that are always readily available to join in with group activities and outings or just have a quiet chat on a 1:1 basis with a resident.

We work closely with our other MHA services within Penarth – Penarth House retirement living, MHA Communities at Trinity Church and Ty Gwyn nursing home. This is unique to Penarth and promotes our ethos of one MHA by all working together to provide exceptional care.

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)	36.64
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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

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
<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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	An Introduction to Fundraising Appropriate Use of Bedrails (MHA Mandatory) Assessing Risk in Everyday Care (Statutory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Documenting in a Care Environment (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) First Aid and Basic Life Support (Statutory) GDPR for Managers (Statutory) Legionella Awareness (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory) Tissue Viability: Pressure Injuries (MHA Mandatory) Whistleblowing Wound Care: Skin Tears (MHA Mandatory)
<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
<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	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Appropriate Use of Bedrails (MHA Mandatory)</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>The Mental Capacity Act (Statutory)</p> <p>Tissue Viability: Pressure Injuries (MHA Mandatory)</p> <p>Legionella Awareness (Statutory)</p> <p>Anti-Bribery (MHA Mandatory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>GDPR for Managers (Statutory)</p> <p>Fire Evacuation Drill - Site Specific (MHA Mandatory)</p> <p>First Aid and Basic Life Support (Statutory)</p> <p>Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)</p> <p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>HACCP (Hazard Analysis Critical Control Points) Level 2 (Statutory)</p> <p>Assessing Risk in Everyday Care (Statutory)</p>
<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

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
Other supervisory 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	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety: A Practical Approach (Statutory) Confidentiality and Information Handling (Statutory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Cyber Security Awareness (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) First Aid and Basic Life Support (Statutory) An Introduction to Fundraising Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory) Bullying & Harassment for Employees (MHA Mandatory) HACCP (Hazard Analysis Critical Control Points) Level 2 (Statutory) Assessing Risk in Everyday Care (Statutory)
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 social care worker	1
No. of staff working towards the required/recommended qualification	0

#### Nursing care staff

Does your service structure include roles of this type?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### Senior social care workers providing direct care

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	12
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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	10
Safeguarding	6
Medicine management	4
Dementia	4
Positive Behaviour Management	1
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Appraisal Skills Appropriate Use of Bedrails (MHA Mandatory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Deprivation of Liberty Safeguards (DOLS) (Statutory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) First Aid and Basic Life Support (Statutory) Person Centred Care Planning Facilitators Update The Mental Capacity Act (Statutory) Tissue Viability: Pressure Injuries (MHA Mandatory)
Contractual Arrangements		
No. of permanent staff	12	
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	6	
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)	4	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	6	
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.	1 x 22 hours 1 x 33 hours 4 x 44 hours 6 x 0 hours	
Staff Qualifications		
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	
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	34	
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	6	

Health & Safety	16
Equality, Diversity & Human Rights	10
Infection, prevention & control	6
Manual Handling	18
Safeguarding	17
Medicine management	10
Dementia	8
Positive Behaviour Management	7
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Appropriate Use of Bedrails (MHA Mandatory)</p> <p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>Care Planning Facilitator Training Workshop</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>Deprivation of Liberty Safeguards (DOLS) (Statutory)</p> <p>Documenting in a Care Environment (MHA Mandatory)</p> <p>Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory)</p> <p>Falls: Balancing Risk (MHA Mandatory)</p> <p>Fire Evacuation Drill - Site Specific (MHA Mandatory)</p> <p>Fire Safety: A Practical Approach (Statutory)</p> <p>Incident Reporting - Care Homes/Retirement Living</p> <p>The Mental Capacity Act (Statutory)</p> <p>Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)</p> <p>Tissue Viability: Pressure Injuries (MHA Mandatory)</p> <p>Wound Care: Skin Tears (MHA Mandatory)</p>
Contractual Arrangements	
No. of permanent staff	34
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	17
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)	10
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	17
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.	<p>4 x 44 hours</p> <p>6 x 39 hours</p> <p>4 x 33 hours</p> <p>1 x 22 hours</p> <p>1 x 20 hours</p> <p>1 x 17 hours</p> <p>17 x 0 hours</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	11
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	25
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	4
Infection, prevention & control	2
Manual Handling	7
Safeguarding	4
Medicine management	0
Dementia	2
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Appropriate Use of Bedrails (MHA Mandatory)</p> <p>Assessing Risk in Everyday Care (Statutory)</p> <p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>Documenting in a Care Environment (MHA Mandatory)</p> <p>Fire Evacuation Drill - Site Specific (MHA Mandatory)</p> <p>Fire Safety: A Practical Approach (Statutory)</p> <p>First Aid and Basic Life Support (Statutory)</p> <p>Incident Reporting - Care Homes/Retirement Living</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	25
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	18
<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)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	18
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	25
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	27
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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	7
Safeguarding	7
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Appropriate Use of Bedrails (MHA Mandatory)</p> <p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>Final Lap (MHA Mandatory)</p> <p>Fire Evacuation Drill - Site Specific (MHA Mandatory)</p> <p>Fire Safety: A Practical Approach (Statutory)</p> <p>First Aid and Basic Life Support (Statutory)</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	27
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	21
<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)	4
No. of part-time staff (16 hours or under per week)	22
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	27
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.	Community Co-ordinator x 1 Maintenance Worker / Gardener x 1 Chaplain x 1
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	0
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	An Introduction to Fundraising Anti-Bribery (MHA Mandatory) Asbestos for Managers and Maintenance (Statutory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) First Aid and Basic Life Support (Statutory) Incident Reporting - Care Homes/Retirement Living Legionella Awareness (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	8
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)	1



### Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Ty Gwyn
Service Telephone Number	02920703600
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	79
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1144.79
The maximum weekly fee payable during the last financial year?	1284.23
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	2
Number of complaints not upheld	3
Total number of formal complaints made during the last financial year	7
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Newsletters, social media, relative meetings, resident meetings, and other planned consultation events.

### Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	18

How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	<p>The ground floor has additional seating in the garden area which is covered with a modern Pergola.</p> <p>We also benefit from a side garden which is a lovely, picturesque area with lots of recycled equipment that has been used to make the most of the area.</p> <p>This additional area is complemented by additional sun shading in the summertime.</p>
Provide details of any other facilities to which the residents have access	<p>Ty-Gwyn is a lovely modern Nursing Home that is set out over three floors. Access to all floors is via a lift that is accessible through the reception area. All floors have access to communal bathrooms with adapted baths and wet rooms. 16 rooms benefit from ensuite toilet, and each room has its own hand basin, and they are very spacious.</p> <p>On the ground floor you will find a modern and welcoming hairdressing salon where our regular hairdresser comes in weekly and offers treatments to all residents. All residents are offered nail treatments and hand massages by the supporting staff.</p> <p>We also benefit from our own Chaplain who offers support to all. There are regular activities throughout the home which consist of regular quiz, bingo (where prizes can be won) and thoughtful reminiscing daily.</p> <p>Ty Gwyn also has access to a local charity minibus that is driven by our maintenance team. Residents visit local places of interest and will enjoy lunch at local garden centres or public houses.</p>

#### 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.

The residents are involved in all decision-making, supported, and enabled to express who they are as an individual and what they want, and provided with information on how to contact an Independent Advocacy Service.

We have introduced attendance of a member of Age Connect at our residents' meetings and information how to contact them is made available in the residents meeting and in the reception area on our notice boards along with the complaints policy and whistleblowing policy. Our complaints policy is clear, easy to understand and responsive. All complaints are handled sensitively and in a timely manner.

We have regular residents' meetings currently. These meetings are in place to enable open discussions between the residents and the managers, and to give everyone the opportunity to voice their views regarding the running of the home, including food, activities, plans for refurbishment and any concerns or improvements that are required to improve the quality of the service we provide.

Part of being able to exercise voice, choice and control includes being able to handle and use money. Often this is taken away from a resident when they enter a social care setting. The residents are supported to handle their own money should they so wish. Staff will also take residents shopping when they wish to do so and use their own cash.

We adopt a person-centred approach to the care we provide. This ensures residents are involved in all aspects of their care planning and can make their own choices and decisions on how their needs can be met and this creates a strong sense of being valued as an individual.

Maintaining relationships, including those with family, carers, and friends, is an important aspect of a person's identity and can have a significant impact on whether people feel they are being listened to.

We place great emphasis on the importance of our staff taking time to really listen to what is being said or communicated - both verbally and non-verbally. We do use pictures and flash cards for residents unable to express their needs. We believe the residents within the home should be equal partners in all aspects of decision making, and ensuring they are supported to find solutions to living their life in the way that makes sense to them.

We have an open door policy ensuring all service users feel able to approach me and raise any concerns. We carry out a daily walk around of the building and talk to the residents and relatives when they visit.

<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>On initial assessments, residents are asked if they would like to keep their existent GP surgery or to register with the surgery Ty Gwyn work closely with. Other health care professionals such as dieticians, SALT, physio services, MHTs, dentists, and opticians are contacted by staff nurses on behalf of residents with ongoing health concerns. Prior to a referral being made the staff nurse will have a discussion with the Individual.</p> <p>The resident has the choice to decide if the appointment takes place within the home or at the clinic or hospital. Should the resident choose an outside appointment they are offered an escort in place of family member.</p> <p>We value and respect everyone's right to choice, privacy, independence, dignity, equality and inclusion.</p> <p>We support everyone to live independently as much as possible. We recognise that everyone is different and make sure they are involved in their care by adopting a person centred approach whereby each resident and relatives involved in the writing of their care plan and often choose to add their own comments to the support plans.</p> <p>Respecting everyone's rights means involving them in the way their care and support is delivered, we do this both informally with individuals and in a more formal settings, such as residents' meetings, questionnaires, surveys and clinical reviews every six months or more often if required.</p> <p>We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.</p> <p>We recognise that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence, empowerment, and social inclusion, regardless of race, gender, disability, age, sexual orientation and religious beliefs.</p> <p>We adopt an open door policy and ensure all residents have access to the whistleblowing policy, complaints procedure and policy and use of an outside advocate. Residents are made aware of the complaints process in the residents meeting and following daily discussion during the management walk about.</p> <p>We ensure everyone feels able to complain without fear of retribution and assist people to maintain confidence and self-esteem.</p> <p>Our staff deliver personal care in a way that ensures dignity for the individual respecting closed curtains/doors and seeking permission</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>New care staff are checked using the DBS system and references prior to commence work.</p> <p>As part of induction process, they complete all mandatory trainings including safeguarding and DOLs, shadowing shifts, and regular reviews. All staff are expected to complete training updates.</p> <p>We are confident in our care staff that they will be able to recognise types of abuse and report this as per policy.</p> <p>Staff members are aware of code of conduct and safeguarding policy through their induction process.</p> <p>Some residents have social workers, and we also have an allocated Local Health Board Nurse assessor who visits regularly to ensure residents care needs are met.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Ty Gwyn is located within Penarth Town Centre and close to Penarth Pier and beach front. It is a lovely Victorian home with large single ensuite and no ensuite bedrooms.

We have good public transport links with a bus stop situated adjacent to the building and a trusted taxi service.

Due to our prime location, we have great links already established with primary and secondary schools. The home benefits from several local clergy visits to ensure that residents can continue to practise their chosen beliefs within the home should they be unable to visit their church.

Our local community supports us in raising awareness of the home through free advertising of all our events and donates prizes to our regular raffles, all funds raised add to our amenity fund that is in place to benefit our residents with extra days out and seize the day activities.

We have a small number of volunteers that are always readily available to join in with group activities and outings or just have a quiet chat on a 1:1 basis with a resident.

More staff will be introduced to "Relish" which supports with the understanding and recording of meaningful activities, whilst also enhancing the quality of 1 to 1 sessions for the residents.

We work closely with our other MHA services within Penarth - Penarth House retirement living, live at home scheme at Trinity Church and Morel Court Residential Home. This is unique to Penarth and promotes our ethos of one MHA by all working together to provide exceptional care.

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)	48.70
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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
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anti-Bribery (MHA Mandatory) Cyber Security Awareness (MHA Mandatory) Engaging Leadership Programme (ELP) Compassionate Leadership Investigations DAN (Dependency Assessment of Need) Training Workshop Assessing Risk in Everyday Care (Statutory)

#### 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?	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
<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	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anti-Bribery (MHA Mandatory) Appropriate Use of Bedrails (MHA Mandatory) Assessing Risk in Everyday Care (Statutory) Bullying & Harassment for Employees (MHA Mandatory) DAN (Dependency Assessment of Need) Training Workshop Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) GDPR for Managers (Statutory) Investigations Legionella Awareness (Statutory) Modern Slavery Tissue Viability: Pressure Injuries (MHA Mandatory) Understanding Self-Management Skills Verification of Death (MHA Mandatory)
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
Other supervisory 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	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	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anti-Bribery (MHA Mandatory) Assessing Risk in Everyday Care (Statutory) Bullying & Harassment for Employees (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) GDPR for Managers (Statutory) The Mental Capacity Act (Statutory)

#### 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 social care worker	1
No. of staff working towards the required/recommended qualification	0

#### Nursing care staff

Does your service structure include roles of this type?	No
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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>	
<p>Filled and vacant posts</p>	
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	1
Health & Safety	11
Equality, Diversity & Human Rights	4
Infection, prevention & control	7
Manual Handling	11
Safeguarding	8
Medicine management	12
Dementia	4
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Bullying &amp; Harassment for Employees (MHA Mandatory)</p> <p>Care Planning Facilitator Training Workshop</p> <p>Confidentiality and Information Handling (Statutory)</p> <p>Cyber Security Awareness (MHA Mandatory)</p> <p>DAN (Dependency Assessment of Need) Training Workshop</p> <p>Deprivation of Liberty Safeguards (DOLS) (Statutory)</p> <p>Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory)</p> <p>Falls: Balancing Risk (MHA Mandatory)</p> <p>Fire Safety: A Practical Approach (Statutory)</p> <p>First Aid and Basic Life Support (Statutory)</p> <p>The Mental Capacity Act (Statutory)</p> <p>Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)</p> <p>Tissue Viability: Pressure Injuries (MHA Mandatory)</p> <p>Verification of Death (MHA Mandatory)</p> <p>Whistleblowing</p> <p>Wound Care: Skin Tears (MHA Mandatory)</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	15
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	4
<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)	4
No. of part-time staff (17-34 hours per week)	7

No. of part-time staff (16 hours or under per week)	4
<div>Typical shift patterns in operation for employed staff</div>	
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.	1 x 44 hours 2 x 39 hours 1 x 38.5 hours 5 x 33 hours 1 x 22 hours 1 x 16.5 hours 4 x 0 hours
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
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	39
No. of posts vacant	2
<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	7
Health & Safety	16
Equality, Diversity & Human Rights	11
Infection, prevention & control	13
Manual Handling	26
Safeguarding	16
Medicine management	3
Dementia	12
Positive Behaviour Management	2
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Appropriate Use of Bedrails (MHA Mandatory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Deprivation of Liberty Safeguards (DOLS) (Statutory) Documenting in a Care Environment (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Falls: Balancing Risk (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) First Aid and Basic Life Support (Statutory) Incident Reporting - Care Homes/Retirement Living The Mental Capacity Act (Statutory)

Contractual Arrangements	
No. of permanent staff	39
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	13
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)	10
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	15
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.	6 x 44 hours 4 x 39 hours 7 x 33 hours 1 x 28 hours 3 x 27.5 hours 2 x 22 hours 1 x 18 hours 2 x 12 hours 13 x 0 hours
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	34
No. of staff working towards the required/recommended qualification	34
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	12
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	6
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	6
Safeguarding	7
Medicine management	0

Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Appropriate Use of Bedrails (MHA Mandatory) Bullying & Harassment for Employees (MHA Mandatory) Confidentiality and Information Handling (Statutory) Cyber Security Awareness (MHA Mandatory) Fire Evacuation Drill - Site Specific (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) The Mental Capacity Act (Statutory)
Contractual Arrangements	
No. of permanent staff	12
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	4
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	12
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	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	0
Health & Safety	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	5
Safeguarding	1
Medicine management	0

Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Assessing Risk in Everyday Care (Statutory) Bullying & Harassment for Employees (MHA Mandatory) Cyber Security Awareness (MHA Mandatory) Dysphagia: Awareness and Support of Swallowing Difficulties (MHA Mandatory) Fire Safety: A Practical Approach (Statutory) GDPR for Managers (Statutory) HACCP (Hazard Analysis Critical Control Points) Level 2 (Statutory) Incident Reporting - Care Homes/Retirement Living Legionella Awareness (Statutory) Tier 1 - Oliver McGowan Learning Disability and Autism e-learning (Regulatory)
Contractual Arrangements	
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	1
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	6
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.	Activities Co-ordinator x 1 Chaplain x 1 Maintenance Worker / Gardener x 1
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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	3

Safeguarding	3
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.	Assessing Risk in Everyday Care (Statutory) Confidentiality and Information Handling (Statutory) Developing Your Team Fire Safety: A Practical Approach (Statutory) Social Media - Getting Started
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	2
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)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0