

Annual Return 2023/2024

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Comfort Care Homes (Bryn Illtyd) Ltd		
The provider was registered on:	17/12/2018		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Comfort Care Homes (Bryn Illtyd) Ltd		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	17/12/2018	
	Responsible Individual(s)	Swarnlata Swarnlata Bansal	
	Manager(s)	Catherine Hughes	
	Maximum number of places	39	
	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	all staff undertake the required training by E-Learning platform and practical training onsite. training needs are discussed by supervision and appraisals, then recorded on training matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment has been through online advertising websites, recommendations by staff and enquiries via telephone. The company is also registered to recruit from overseas.

Service Profile

Service Details

Name of Service	Comfort Care Homes (Bryn Illtyd) Ltd
Service Telephone Number	01554832462
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	63
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Fees Charged

The minimum weekly fee payable during the last financial year?	797.92
The maximum weekly fee payable during the last financial year?	900.00
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	meetings care reviews

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	25
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Patio area Front garden Decking area upstairs
Provide details of any other facilities to which the residents have access	Hairdresser Chiropodist Opticians dentist

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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.

Bryn Iltyd Care home has effective governance, including assurance and auditing systems and processes. This assesses, monitors and drives in the quality and safety of the services provided, including the quality of the experience for the service users using the service.

The processes also assess, monitor and mitigate any risks relating to health, safety and welfare of service users using the service and others. The home continually evaluates and seeks to improve their governance and auditing practice. The home evaluates service users feedback from service users to assess the quality of the service in relation to outcomes for service users using the service this is done via a questionnaire process which is then evaluated.

Service users living at the home stated that they are safe and well treated, staff are always caring with respect.

Family friend member stated 'they feel very happy and comfortable the way their mother is been cared for in the home'

Son of service user has complimented the way her mother has been cared for and very happy senior and care staff.

Service user on short stay while her home was undergoing renovation was very happy and felt safe and comfortable.

The home is continuously driving for improvement and learns from experiences, by gaining a de-brief from accidents or incidents, and given best practice guidance, audits, staff reflection.

The care plans reflect what support outcomes a person would like and what is achievable, with staff support. Any changes are documented and agreed upon with the person, all care plans are updated on a monthly basis or sooner if needed depending on change of circumstances.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Service users' experience of health and wellbeing is one where everyone is treated with dignity, respect, compassion, and kindness and which recognises and addresses individual physical, psychological, social, cultural, language and spiritual needs. Each person is supported to access services that are available to them to support their on-going health and wellbeing. Confidentiality, modesty, personal space and privacy are respected. Service users' feelings, needs and problems are actively listened to, acknowledged and respected. All visits to hospitals and surgeries are accompanied with staff members, there is a range of services available to the service users who use the services and is accessible to all.

Staff can identify what information is needed and how they would report and record concerns. There are clear protocols for giving each person medication, staff are aware of the step-by-step process of supporting individuals, this is in line with the homes policies and procedures. Staff have stated The e-learning platform has supported and provided them with very useful information. Service users are able to access optical services, hospital services, chiropody services, all information is shared under the confidentiality agreement. There are records for all professional visits, which include GP, Chiropody, dentist and optician, the outcome of each visit is evident in the care plans and further action if any is actioned. Service users have annual reviews which are documented. Service user's stated 'they liked being asked what food they like and what clothes they liked to wear. All service user's are given a choice for their preferences.

Service users are consulted and listened to on a regular basis. All possible steps to involve them in making decisions about their lives and about the running of the service.

Risk assessments to be updated in line with care needs changes from hospital or other professionals. Service users are happy and content, they feel supported to maintain their on-going health and wellbeing, service users are given opportunities to explore new things. Service users are able to access a range of services. Service users live in a home which is clean, safe and well maintained.

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

The home has 1 safeguarding pending update from complaints. Staff feel they are suitably equipped to keep themselves and the service users who use the service safe. Staff feel they have had adequate training in order to carry out their roles effectively. Service users can be assured that the safeguarding procedures provided in the home is focused on providing a safe and happy environment for service users. Service users can be assured that staff ensure that policies and procedures are upheld and external professionals are included when situations arise. All incidents and accidents written up by staff which are reported as necessary, staff talk knowledgeably about how they handle accidents/incidents, there is a clear procedure within the home. Additional comments include:

"All staff are very nice, chatty and always happy to help. The care home is spotless, warm and welcoming."

"I am very happy with my care, and the home impressed with all the staff here. The manager as always said her door is open for me if I ever need to talk to her."

Extract from email received:

Hi

You have a remarkable team who I congratulate on their kindness, patience, empathy and sense of humour. Although I'm nowhere near ready for leaving my home yet, I would certainly put Brynlltyd at the top of my list should I ever decide it was about time.

I must admit I have missed the company as there was always something going on and the staff were always available for a chat as well as for help and dear always kept us happy with such wonderful ideas.

Please give my love and good wishes for New Year to everyone please especially yourself and , she's amazing hang on to her.

Love and cwtchs to you all

"Parking is a problems sometimes"

The outcome of this audit has shown that in general service users and relatives are happy with standards of care provided and seem to enjoy good relationships with staff at the home.

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

The environment is tailored to the needs of the people who utilise the service. Furniture, fittings and floor coverings are of a good standard. One family member stated 'my mother is very happy here and staff understand the care needs and we are very happy to bring her belongings to make it more personal. All are as free from odour, and are a good temperature. A number of rooms have been upgraded to profile beds which service users benefit from, and review from care staff has been positive when engaging in care duties. The communal areas are clean and tidy. The home is warm and comfortable for people. The décor of the home such as wallpaper, paint, curtains and furnishings are well maintained and in good order, Fire risk assessment was completed on the 9th November 2023 with some recommendations. PAT Testing of electrical appliances was completed. Legionella water testing was completed on 28th November 2023 all compliant. Swansea lift repair service carried out inspection on 6th December and all compliant. The home also has WiFi throughout the home which is very beneficial to families to keep in touch through networking and social media platforms. Service users are happy and content, they feel supported to maintain their on-going health and wellbeing, service users are given opportunities to explore new things. Service users are able to access a range of services. Service users live in a home which is clean, safe and well maintained. Accommodation is provided over two floors with bedrooms on both the ground and the first floor. Some bedrooms have en-suite facilities of a toilet and hand wash basin and some also have showers or wet rooms. There is a bar in the main lounge which our service users enjoy. Service users have personalised their rooms with ornaments and photographs. The communal areas are light; comfortable and airy, with some large windows with views over the sea. There were well maintained gardens where service users could spend time. Access to the home was controlled by staff, with visitors needing to ring a doorbell which was answered by staff. Visitors are also required to sign in and out of the visitors' book which means staff know who are always in the home. Our Activities co-ordinator plays a very important part to maintain stimulation, there are a range of activities for service users to be part of. Our new activities with scarves and physical exercises are benefiting service users.

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)	9
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	pressure care fire safety first aid
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Fire safety Pressure care
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)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Senior Carer work 12 hrs shifts (8am-8pm) Days 5 staff (8pm-8am) 12 hr shift Nights 3 staff
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
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
<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	11
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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire safety Pressure Care
<div>Contractual Arrangements</div>	
No. of permanent staff	11
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)	3
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 8am-8pm 5 staff Night shift 8pm-8am 3 staff
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	1
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	4
No. of posts vacant	2
<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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	3
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training First aid
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0

No. of part-time staff (17-34 hours per week)	4
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
Catering staff	
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Fire safety
<div>Contractual Arrangements</div>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	

No. of staff who have the required qualification	5
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.	<p>Maintenance Repairs, Health and safety, painting, decorating, weekly and monthly checks. Landscaping.</p> <p>Activities coordinator One to one conversations Arts and crafts Booking outside entertainers Board games Movie club Puzzles Pampering Exercises</p> <p>Administrator Payroll Document filing Telephone communication archiving Minute taking supporting manager with general admin</p>

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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Fire safety

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)

2

No. of part-time staff (16 hours or under per week)

0

Staff Qualifications

No. of staff who have the required qualification

3

No. of staff working toward required/recommended qualification

0