

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:	Elysium Healthcare No. 3 Limited	
The provider was registered on:	10/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Reene House	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/03/2021
	Responsible Individual(s)	Kathryn Murphy
	Manager(s)	Egle Kavaliunaite
	Maximum number of places	16
	Service Conditions	There are no conditions associated to this service
	Tydfil House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/04/2019
	Responsible Individual(s)	Kathryn Murphy
	Manager(s)	Christopher Williams
	Maximum number of places	4
	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	7 day induction programme for new starters and ongoing mandatory training via face to face and online resources, and continuing CPD, identified through Supervisions and Annual Appraisals
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Enhanced pay rates and added bonus packages, including company pension and flexible working patterns, including overtime to minimise the use of agency cover. Good holiday scheme including a holiday for staff birthdays

Service Profile

Service Details

Name of Service	Reene House
Service Telephone Number	01633666828

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	If necessary, we can provide an independent advocate who is proficient in Welsh. Additionally, upon request, we are able to offer language assistance in Lithuanian, Russian, Hungarian, Romanian, and African languages.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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Fees Charged

The minimum weekly fee payable during the last financial year?	1275.12
The maximum weekly fee payable during the last financial year?	1637.16
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	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Advocate meetings and annual surveys</p> <p>Community Governance meetings</p> <p>Residents Meetings</p> <p>Social Worker visits</p> <p>Responsible Individual and a Compliance Assessment Lead visit the service quarterly and talk to Residents and staff and specifically ask if they wish to raise anything.</p> <p>An open culture is promoted, and Residents aware of how to complain: If any of the residents wishes to lodge a complaint, all pertinent information can be sourced from the notices displayed on information boards, as well as through reminders disseminated during resident meetings. Residents retain the option to file complaints with the registered manager, primary nurse, nursing staff, support staff, advocate, or social worker.</p>

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an enclosed front garden with grass and paved area. To the rear there is a fully enclosed garden with grassed area, planted borders, trees, raised beds, fruit trees and pond. There is also a gazebo for resident use.

Provide details of any other facilities to which the residents have access	<ul style="list-style-type: none"> - Activity corner for creativity in arts and crafts or cookery - Exercise sessions. - Reading library corner - Lounge area, complete with a big screen TV , including access to Netflix - Internet access and house phone services - Service vehicle available for trips or medical appointments - House cat and therapy dogs
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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.	<p>Every resident has a personalised care plan which is updated monthly during engagement sessions with their primary nurse. Monthly resident meetings are held and the Resident representative reports at each governance meeting. Community teams visit regularly to ensure everyone's needs are met along with independent advocates and social workers.</p> <p>One-to-one sessions are held and there is a complaints procedure that ensures every concern is heard and addressed promptly. An open culture is promoted.</p> <p>Annual surveys are completed.</p> <p>As Responsible Individual, both myself and a Compliance Assessment Lead visit the service quarterly and talk to Residents and staff and specifically ask if they wish to raise anything.</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>Residents are asked about their wellbeing at the quarterly RI visit and express satisfaction with their residency at Reene House.</p> <p>The service holds monthly meetings and regular one-to-one sessions where group and individual activities and goals can be discussed and planned giving opportunity to discuss health and well-being issues. Each resident has the opportunity for individual sessions to address any concerns they may have.</p> <p>Visitors are welcomed and encouraged if assessed and agreed prior to visit for risk.</p> <p>Care plans are reviewed regularly to identify future goals, build independence and identify appropriate future pathways, if needed.</p> <p>The commitment to maintaining physical health is reinforced through weekly health clinics and monthly GP consultations. The service puts on pampering and relaxation sessions to promote overall well-being and educational sessions are offered to provide support for personal and educational development.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are regular Advocate meetings and all residents have their contact details</p> <p>Trusting and therapeutic relationships with Residents for them to feel comfortable in approaching Management or Safeguarding policy in place, safeguarding training face to face and online to all staff, also on the Elysium intranet there are resources available to all staff.</p> <p>All staff trained to level 3</p> <p>Whistleblowing policy widely shared with the whole team and is encouraged to be followed should the staff have any concerns, information is also available on the intranet</p> <p>An open culture is advocated regularly, staff are encouraged to speak to management both locally and to the regional team</p> <p>Professional boundaries training given and information available regarding The Social Care Wales Act 2016 and the Code of Professional Practice</p> <p>Robust recruitment policies - all staff recruited by Elysium have enhanced DBS and references checked prior to employment</p> <p>Complaints process and Residents and staff speak to Management daily and encouraged to be open and honest</p> <p>3 monthly visits from myself and PCA Team where both residents and staff are asked in private if they have any concerns they wish to raise</p> <p>Management available - on call 24/7</p> <p>Ongoing staff training with all staff having level 3 safeguarding training and trained in PREVENT and have the knowledge to complete IRIS (incident reporting system) and PSIRF, and aware of how to action any safeguarding concerns, whistleblowing and raise any issues.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each bedroom is tailored to the individual needs and preferences of its resident. Residents are afforded the opportunity to select the colour scheme of their walls and specify desired furnishings for their respective bedrooms. Comprehensive occupational therapy assessments are conducted to address mobility concerns, with provision of necessary equipment tailored to meet residents' requirements. Residents are encouraged to submit requests and contribute ideas pertaining to house decoration and the inclusion of various amenities.</p> <p>During the RI visit, any environmental issues that need addressing are fed back to the manager.</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)	23.03
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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
<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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>NB. Some training courses do not require annual refreshers and were therefore not needed during this financial year.</p> <p>Suggestions, Ideas and Complaints</p> <p>Professional Boundaries</p> <p>IG + GDPR</p> <p>Security</p> <p>Conflict Resolution</p> <p>Fire Safety</p> <p>Epilepsy Awareness</p> <p>Basic Life Support</p> <p>Breakaway</p> <p>Prevent</p> <p>Mental Capacity Act and DoLS</p> <p>Elysium Fraud Awareness</p> <p>The Oliver McGowan Training</p> <p>First Aid at Work</p>
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>NB. Some training courses do not require annual refreshers and were therefore not needed during this financial year.</p> <p>Suggestions, Ideas and Complaints Professional Boundaries IG + GDPR Security Conflict Resolution Fire Safety Epilepsy Awareness Breakaway Prevent Mental Capacity Act and DoLS The Oliver McGowan Training National Early Warning Score Immediate Life Support</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	0
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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>NB. Some training courses do not require annual re freshers and were therefore not needed during this financial year.</p> <p>Suggestions, Ideas and Complaints</p> <p>Professional Boundaries</p> <p>IG + GDPR</p> <p>Security</p> <p>Conflict Resolution</p> <p>Fire Safety</p> <p>Epilepsy Awareness</p> <p>Breakaway</p> <p>Prevent</p> <p>Mental Capacity Act and DoLS</p> <p>The Oliver McGowan Training</p> <p>National Early Warning Score</p> <p>Immediate Life Support</p> <p>COSHH</p> <p>Basic Life Support</p>
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	0
No. of staff working towards the required/recommended qualification	0
Nursing care 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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	13
Manual Handling	6
Safeguarding	12
Medicine management	13
Dementia	13
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>NB. Some training courses do not require annual refreshers and were therefore not needed during this financial year.</p> <p>Suggestions, Ideas and Complaints Professional Boundaries IG + GDPR Security Conflict Resolution Fire Safety Epilepsy Awareness Breakaway Prevent Mental Capacity Act and DoLS The Oliver McGowan Training Safe Administration of Medicines National Early Warning Score Basic Life Support Elysium Fraud Awareness</p>

Contractual Arrangements	
No. of permanent staff	13
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)	9
No. of part-time staff (17-34 hours per week)	4
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.	Day shift 0730-1930 - 1 hour break (paid) Night shift 1930-0730- 1 hour break (paid) During the day 4 support workers During the night 1 support worker
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	5
Registered nurses	
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	5
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	3
Safeguarding	4
Medicine management	0
Dementia	5
Positive Behaviour Management	5

Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>NB. Some training courses do not require annual refreshers and were therefore not needed during this financial year.</p> <p>Suggestions, Ideas and Complaints</p> <p>Professional Boundaries</p> <p>IG + GDPR</p> <p>Security</p> <p>Conflict Resolution</p> <p>Fire Safety</p> <p>Epilepsy Awareness</p> <p>Breakaway</p> <p>Prevent</p> <p>Mental Capacity Act and DoLS</p> <p>The Oliver McGowan Training</p> <p>National Early Warning Score</p> <p>Elysium Fraud Awareness</p> <p>Mental Health Act Code of Practice</p> <p>Immediate Life Support</p>
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)	5
No. of part-time staff (17-34 hours per week)	0
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.	<p>Day shift 0730-1930 - 1 hour break (paid)</p> <p>Night shift 1930-0730- 1 hour break (paid)</p> <p>During the day 1 staff nurse</p> <p>During the night 1 staff nurse</p>
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NB. Some training courses do not require annual re freshers and were therefore not needed during this financial year. Suggestions, Ideas and Complaints Security Fire Safety COSHH

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Catering staff

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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
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.	L2 food safety Suggestions, Ideas and Complaints Fire Safety Elysium Fraud Awareness COSHH

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
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

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.	Admin/PA Maintenance assistance

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NB. Some training courses do not require annual re freshers and were therefore not needed during this financial year. Suggestions, Ideas and Complaints IG + GDPR Security Fire Safety The Oliver McGowan Training Elysium Fraud Awareness

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Tydfil House
Service Telephone Number	01873777199

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	All residents speak in English, we do provide advocate who speaks in Welsh. Also, posters and information provided in Welsh language and in the process of having the Service Provider Guide available in Welsh also

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1788
The maximum weekly fee payable during the last financial year?	1951
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	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Weekly Advocate meetings and Annual survey actioned by the Advocate</p> <p>Community Governance every 4 weeks with a patient representative</p> <p>MOJ and CTP meetings, every 3 months with Professionals</p> <p>Monthly ICR meetings</p> <p>3 monthly Residents Meetings</p> <p>An open culture is promoted, and Residents aware of how to complain.</p> <p>Social worker and OT available via Ty Gwyn</p> <p>Regular General Practice checks and monthly checks and bloods taken with home staff and general nurse from Ty Gwyn</p> <p>Monthly CPN/Social Worker visits</p> <p>Dietitian visits</p> <p>Residents encouraged and supported to attend Dentists and Opticians appointments</p> <p>Residents encouraged and supported to attend all hospital appointments</p> <p>Responsible Individual and a Compliance Assessment Lead visit the service quarterly and talk to Residents and staff and specifically ask if they wish to raise anything.</p>

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Our garden has seated space for residents to relax and enjoy outside space. In the garden area we have some parts of grass area and some parts of patios. We encourage residents to participate in gardening sessions - we grow herbs, flowers and plants. There is a drive to the side for off road parking and residents have an easy access and egress to and from the house. Also residents have opportunity to enjoy nature - feeding birds and local cats, who attend frequently, there is also a registered dog walker who attends the home and staff are encouraged to bring in their own dogs, at the residents requests and when risk assessed. All residents are free to come and go whenever they wish and the local town is very near.
Provide details of any other facilities to which the residents have access	Laundry area - to complete laundry tasks. Clinic room - to receive prescribed medicines and staff support

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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.	<p>The Resident representative reports at each governance meeting.</p> <p>Annual Surveys completed by staff and Residents (By the Advocate)</p> <p>Advocate visits every week and all Residents are aware of how to contact them</p> <p>Social worker and OT available via Ty Gwyn for group or 1:1 sessions</p> <p>MOJ and CTP meetings, every 3 months with Professionals</p> <p>Monthly ICR meetings where Personal Plans are updated and Weekly key worker sessions</p> <p>3 monthly Residents Meetings</p> <p>Monthly CPN/Social Worker visits, where residents can speak on a 1:1 basis</p> <p>Dietitian visits to discuss choices and portion control</p> <p>Residents encouraged and supported to attend Dentists and Opticians appointments</p> <p>Residents encouraged and supported to embrace smoking cessation</p> <p>Residents encouraged and supported to attend all hospital appointments</p> <p>As Responsible Individual, both myself and a Compliance Assessment Lead visit the service quarterly and talk to Residents and staff and specifically ask if they wish to raise anything.</p>

<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>Community meetings every 4 weeks and regular sessions on a 1:1 basis where group and individual activities and goals can be discussed and appropriate planned giving opportunity to discuss health and well-being issues.</p> <p>Care coordinator visits actioned monthly/3 monthly, or as needed to provide oversight to needs being met.</p> <p>1:1 sessions daily and recorded on care notes.</p> <p>Person centred Care plans reviewed monthly and at ICRs to identify future goals, build independence and identify appropriate future pathways, if needed.</p> <p>Building independence in a less restrictive environment promoting independence and choices through daily and regular dialogue, with both staff and Management</p> <p>Opticians, supported by staff if required</p> <p>Dentists, supported by staff if required</p> <p>Regular bloods for General Health, Lithium, clozapine monitoring etc. taken.</p> <p>Weight management promoting healthy choices and portion control with dietician and staff are pro-active in promoting healthy eating and portion sizes with giving the residents choices.</p> <p>Ongoing staff training - all staff aware of how to action any safe guarding concerns, whistleblowing and raise any issues with the Registered Home Manager.</p> <p>Surveys for Residents actioned every 12 months which was undertaken with each Resident being supported, by the Advocate the feedback was good and overall, very positive regarding the delivery of service and its Management.</p> <p>Management and Staff evaluate each Residents care and support needs via their Individual Care Reviews</p> <p>Welsh language supported by Independent Advocate</p> <p>Residents can access the local community either independently or with staff</p> <p>Pathways discussed at ICRs, CPAs, CTPs, and regular visits from Care –coordinators and Personal Plan reviews.</p> <p>Visitors are welcomed and encouraged if assessed and agreed prior to visit for risk.</p> <p>Risk and PEEPS are reviewed every 3 months or if there is a change in risk at anytime</p> <p>Residents are asked about their wellbeing at the quarterly RI visit</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Weekly Advocate meetings and all residents have their contact details with information on care notes</p> <p>MOJ meetings, with relevant residents every 3 months with Care Co-coordinators and Social workers/Social Supervisors</p> <p>Trusting and therapeutic relationships with Residents for them to feel comfortable in approaching Management or Safeguarding policy in place, safeguarding training face to face and online to all staff, also on the Elysium intranet there are resources available to all staff.</p> <p>All staff trained to level 3</p> <p>Whistleblowing policy widely shared with the whole team and is encouraged to be followed should the staff have any concerns, information is also available on the intranet and shared drive</p> <p>An open culture is advocated regularly, staff are encouraged to speak to management both locally and to the regional team</p> <p>Professional boundaries training given and information available regarding The Social Care Wales Act 2016 and the Code of Professional Practice</p> <p>Robust recruitment policies - all staff recruited by Elysium have enhanced DBS and references checked prior to employment</p> <p>Complaints book in office and Residents and staff speak to Management daily, in confidence if they choose and encouraged to be open and honest</p> <p>Annual medical reviews and regular CPAs/CTPs and meetings with Care coordinators, CPNs, Social Workers, which are held with staff present – so opportunity for residents to raise any concerns with their 'home' care teams</p> <p>3 monthly visits from the RI and PCA Team where both residents and staff are asked in private if they have any concerns they wish to raise</p> <p>Management available - on call 24/7</p> <p>Care notes system has a Safeguarding section providing company oversight external to the home</p> <p>Ongoing staff training with all staff having level 3 safeguarding training and trained in PREVENT and have the knowledge to complete IRIS (incident reporting system) and PSIRF, and aware of how to action any safeguarding concerns, whistleblowing and raise any issues</p>

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

Over the last year refurbishment works have been undertaken with new flooring, new furniture, new TV, remedial works, decorating and the widening of the driveway.
All Residents have keys to their bedroom doors and safes identified to keep medication and personal effects, the only duplicate keys are held by the Management, in case of loss or emergencies
Fire drills carried out regularly.
3 monthly water temperature checks and daily fridge temperature checks are actioned by staff
Legionnaire checks undertaken by WCS
Annual fire risk assessments actioned and 6 monthly fire suppression system checks carried out along with annual boiler servicing
Weekly fire alarm and fire door tests are also carried out
Residents have made their rooms personal to them to make them feel at home
All Residents have access to the internet via the home Wi-Fi
Visitors are welcomed, if appropriate
All staff either hold or are working towards the relevant Level 2, 3 Qualifications in Health and Care awards and are registered with Social Care Wales.
RI feeds back to manager any environmental issues that need addressing at the end of the visit

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)	8.87
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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
	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	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.	Basic life support Break away and conflict resolution Epilepsy Awareness Fire safety Data Protection Inclusion PSIRF IG Lead Caldicott Guardian Mental Capacity Act Mental Health Act Code of Practice PREVENT Suggestions, ideas and complaints Elysium fraud awareness Professional boundaries
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
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	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.	Basic life support Break away and conflict resolution. Epilepsy Awareness Fire safety Data Protection Inclusion PSIRF

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?	No
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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
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
<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	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic life support Break away and conflict resolution. Epilepsy Awareness Fire safety Data Protection Inclusion PSIRF
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
<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)	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.

Registered Community Support Workers: 1 on night shifts, 19.30 to 07.45 and 2/3 on day shifts 07.45 to 19.30

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

2

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No