

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:	Gwernllwyn Leisure Limited	
The provider was registered on:	07/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gwernllwyn Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/11/2018
	Responsible Individual(s)	Trudy Williams
	Manager(s)	Julie Edwards
	Maximum number of places	68
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Staff receive an in-house induction and are supported to complete the All Wales Induction Framework. Staff have an individual training record and are provided with a blended approach to training needs. Training is delivered through a combination of taught sessions and live webinars which include the mandatory areas of learning. Training is also embedding into practice and performance is monitored via competence assessments, observations and one to one discussion in supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use a combination of methods for recruitment which include social media, word of mouth, our website, local job sites and job boards in and around the area. We use values-based recruitment augmented by ongoing support for workers via mentoring, supervision, and appraisal. We have also secured an overseas Sponsor Licence to enable the recruitment of skilled workers from countries outside of the UK.

Service Profile

Service Details

Name of Service	Gwernllwyn Care Home
Service Telephone Number	01269 845214
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?	65
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Fees Charged

The minimum weekly fee payable during the last financial year?	980
The maximum weekly fee payable during the last financial year?	1200
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	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
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?	The Responsible Individual has established a comprehensive feedback system to evaluate all aspects of service provision, ensuring it is accessible and inclusive for all stakeholders. This system includes the following: Quality surveys gathering opinions and feedback on service quality, meetings between the Registered Manager and individuals receiving care and support, meetings between the Registered Manager and staff team and visits by the Responsible Individual at least once every three months. Additionally, newsletters detailing service changes have been distributed and information has been shared on social media platforms to support communication.

Service Environment

How many bedrooms at the service are single rooms?	68
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	68
How many communal lounges at the service?	2
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	The outside spaces have been designed and arranged to enable it to be accessed by all of the individuals we support, this includes level accessed walkways, ramps and good lighting. Gwernllwyn Care Home has the following outside space which can be accessed by individuals: Patio area to the front of the home which is edged by flower beds and well furnished with seating and tables along with a large parasol which is in situ during the summer months. There is a rear garden with raised flower beds, a tarmacked outside area to the side of the home with seating and a large flower bed, a patio area adjacent to the function room with outside furniture and an outside terrace adjacent to the Coffee Shop.

Provide details of any other facilities to which the residents have access	Gwernllwyn Care Home has 4 communal areas. The ground floor communal area consists of a dining area and three sitting areas and a coffee bar area. The first-floor communal area consists of a kitchenette area, activities area, dining room, lounge and a quiet area. There is an additional seating area by the bay window overlooking the external patio. Gwernllwyn Care Home is equipped with 4 communal bathrooms; two on each floor. At Gwernllwyn there are three outdoor patio areas. A function room with a bar which hosts a variety of events, gatherings and entertainment. A Hairdressing Salon offers services to meet a variety of preferences equipped with professional fixtures and fittings. A convenience shop is located within the home which will stock a variety of gifts and essential items. The first floor is home to an innovative Ten Pin Bowling Alley which consists of two half length lanes for family entertainment. There is also a coffee shop serving a selection of refreshments to enjoy.
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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)	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.

<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>	<p>Our Statement of Purpose (available to everyone) details the arrangements for people to have their voices heard and have choices about the care they receive, these include assessment, involvement in the personal plan development and ongoing reviews, engagement, and quality assurance. Assessment and personal planning - People are involved in the personal planning process unless there is a valid recorded reason (lack of mental capacity, they do not wish to be involved or it would be detrimental to their wellbeing). Everybody is supported to have a voice and we do this by assessing their communication needs and providing information in a way which meets their assessed need. If people are unable to be involved, then their voice is heard by someone acting lawfully on their behalf for example, LPA for health and welfare. If there is no representative, a referral is made for advocacy support. In the last financial year, we supported 65 people at the service, of these: 34 were able to participate in the personal planning process, 23 were represented by someone acting lawfully on their behalf and 7 were represented by an advocate. Care, Opportunities and support - We continually assess people's needs and preferences and work with people and their representatives (where applicable) to establish what matters to them. This allows us to develop outcomes which we use to measure the success of the service we provide. Each person we supported in the last financial year had/have outcome focussed personal plans which they contributed to where appropriate. Engagement and Quality Assurance – We request feedback and engage with people who use our service along with their representatives via surveys, conversations, and meetings. People's opinion on our service is encouraged and we consult with them about how the service is run and our future planning. We carry out formal surveys every 6 months. These surveys are used to complete the Quality of Care review. The RI undertakes 3 monthly visits to the service, this includes speaking to people who use the service about their views. The visits are recorded, and reports are written which form part of our continuous improvement plan. The most recent survey evidenced that people agreed that individuals at the service are listened to valued and respected as all responses returned were scored 'outstanding'.</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>To ensure that people are happy and supported in maintaining their health, development, and overall wellbeing, we utilize a combination of personal plan reviews, engagement and quality assurance. Each person supported at the service during the last financial year had their personal plan reviewed at least once every three months. These reviews focussed on whether we met their needs and preferences, managed associated risks and achieved their desired outcomes. If the reviews identified unmet needs, preferences, or outcomes, we revised the personal plan and implemented the necessary changes. The most recent survey revealed that 100% of respondents rated our service as good or outstanding and agreed that 'Care Plans detail care and support'. Additionally, the survey showed that 100% of respondents agreed that individuals were involved in care discussions. The survey results also evidenced the extent to which individuals are content and supported in maintaining their ongoing health, development and overall wellbeing at the service. Feedback responses for 'maintaining a safe and comfortable environment', revealed that 87% of respondents rated this aspect as 'outstanding', highlighting the dedication to maintaining high standards of cleanliness and comfort at Gwernllwyn Care Home. The survey findings unveiled an exceptional level of agreement among respondents, with 100% scoring either 'outstanding' or 'good', regarding staff familiarity with residents.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We support people to feel safe and protected from abuse by making our safeguarding policy and procedures available and in an accessible format. Our personal plans also identify the risks associated with providing care and support to meet people's individual needs. Everyone who used our service in the last financial year has/had risk assessments as part of their personal plan. Our most recent survey showed that 100% of respondents agreed that safety and protection are maintained for individuals using the service. From the responses of the most recent survey, it is clear that People have detailed person-centred care plans, the environment and equipment are well-maintained, the home is clean, staff are familiar with people's needs, the team supports people's needs, and people are protected. These aspects are rated consistently as 'outstanding', demonstrating an exceptional commitment to ensuring the wellbeing and safety of residents. The survey results indicate that 100% of people feel safe and protected from abuse and neglect, with 15% rating the protection as "Good" and 85% rating it as "Outstanding." There were no ratings of "Inadequate" or "Requires Improvement," demonstrating a high level of confidence in the safety and protection measures in place.</p>

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

The evidence provided from the recent survey results indicate a strong alignment to suitability of service at Gwernllwyn Care Home and the wellbeing and personal outcomes of individuals who reside at the service. The majority of care plans detailing individual treatment and support were rated as outstanding (over 70%). This demonstrates a comprehensive approach to care, treatment, and the individual support needs of people residing at the facility. The personalised care plans serve as a roadmap for ensuring that individuals receive the necessary support tailored to their specific requirements, thereby contributing to their overall wellbeing. Additionally, the high level of involvement of individuals in care discussions empower and promote control. The survey findings demonstrate that 18 individuals rated the involvement of individuals in care discussions as 'outstanding', with 8 rating it as 'good'. Actively engaging individuals in discussions about their care, treatment, and support needs ensures that their voices are heard, and their preferences are taken into account. This collaborative approach promotes person-centered care delivery, where individuals have autonomy in decisions concerning their wellbeing. Overall, the evidence in the survey demonstrates that Gwernllwyn Care Home is committed to providing accommodation that not only meets the needs of individuals but also supports their wellbeing and facilitates the achievement of their personal outcomes. Through comprehensive care planning and active involvement of individuals in care discussions, the service ensures that residents receive the support necessary to thrive and maintain their overall health and happiness.

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)	14
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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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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	2
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
<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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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
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
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	9
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	6
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	7
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Care Planning Oral Care End of Life Care Falls in Care

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	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)	3
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.	At Gwernllwyn Care Home, the average number of Senior Carer staff on each shift is two. Staffing levels are adjusted as necessary to accommodate any specific or increased needs of the residents. The Senior Carer staff operate on a rota system that ensures appropriate staffing levels and skill mix are maintained throughout the day and night, including weekends and public holidays. The rota follows a rolling pattern over two weeks. In Week 1, the care delivery team works on Wednesday, Thursday, and Friday. In Week 2, they work on Monday, Tuesday, Saturday, and Sunday. This system ensures continuous and consistent care delivery, always meeting the needs of residents.
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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	9
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	20
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	15
Health & Safety	35
Equality, Diversity & Human Rights	29
Infection, prevention & control	35
Manual Handling	35
Safeguarding	30
Medicine management	2
Dementia	21
Positive Behaviour Management	9
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Oral Care End of Life Care Falls in Care
<p>Contractual Arrangements</p>	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	0
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	At Gwernllwyn Care Home, the average number of Carer staff on each shift is 4. Staffing levels are adjusted as necessary to accommodate any specific or increased needs of the residents. The Carer staff operate on a rota system that ensures appropriate staffing levels and skill mix are maintained throughout the day and night, including weekends and public holidays. The rota follows a rolling pattern over two weeks. In Week 1, the care delivery team works on Wednesday, Thursday, and Friday. In Week 2, they work on Monday, Tuesday, Saturday, and Sunday. This system ensures continuous and consistent care delivery, always meeting the needs of residents.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	7
<div>Domestic staff</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	7
No. of posts vacant	1
<div>Training undertaken during the last financial year for this role type.</div> <div>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'.</div>	
Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	1
Infection, prevention & control	7
Manual Handling	7
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div>Contractual Arrangements</div>	
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)	6
No. of part-time staff (16 hours or under per week)	0
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	5
No. of posts vacant	1
<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	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	4

No. of part-time staff (16 hours or under per week)	1
<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>Administrator - To operate and manage the administration service of the service, to ensure the flow of office procedures and to coordinate administrative tasks.</p> <p>Receptionist - To coordinate front of house activities and contribute to the smooth running of the home.</p>
<div>Filled and vacant posts</div>	
No. of staff in post	2
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	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
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.	
<div>Contractual Arrangements</div>	
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
<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)	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	2
No. of staff working toward required/recommended qualification	1