

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

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:	Pilipala Care Ltd	
The provider was registered on:	18/07/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	52 Narberth Road	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/07/2022
	Responsible Individual(s)	Simon Clarke
	Manager(s)	Christine Wood
	Maximum number of places	6
	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 have undertaken 23 e-learning courses and passed them all. All staff are also registered with the Cardiff Social Care Training (SCDWP) and will undertake courses in Medication, Safeguarding, Moving & Handling All Wales passport and First Aid, to ensure they know the local processes for areas such as Safeguarding. Staff have bi-monthly supervisions, and any training needs are discussed and identified. A staff survey was conducted in March 2023 to identify any further training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have had zero staff turnover in the last financial year. We have identified the need to recruit staff to facilitate more community-based activities. We are in the process of recruiting two new members of staff to enable this. These candidates came through word of mouth from existing staff, and the people who live at the home were involved in the recruitment process, meeting them when they came in for their interviews. Staffing levels will be reviewed on an ongoing basis as the home fills.

Service Profile

Service Details

Name of Service	52 Narberth Road
Telephone Number	02920 202 509
What is/are the main language(s) through which your service is provided?	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?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	997.15
The maximum weekly fee payable during the last financial year?	1446.56

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
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 and the Registered Manager are both present in the home and meet with people use the service regularly. The RI carries out the regulatory visits, meeting with the people who use the service to capture their views of the service. However, at our inspection in January 2023, it was identified that we were not always capturing and recording their views and opinions. We therefore introduced 'feedback/consultation forms' which are completed with the individuals using the service whenever their opinion is sought and these are then reviewed by the RI and captured in the regulatory reports. We also introduced a section to the daily records which asks for individual's comments on their day, giving more of a daily insight into their lives and satisfaction with the service. House meetings are also held and each individual has a key worker who meets with them monthly to review what they have achieved and how they feel about the service.

Service Environment

How many bedrooms at the service are single rooms?	6
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?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden to the rear of the property which comprises a lawn area and a two patio areas with seating. Previously there was a conservatory which was in a poor state of repair, and was rarely used anyway due to either being too hot or too cold dependent on the weather. This was therefore removed in February 2023 and we are consulting with the people who live at the service to see how they would like to see this space utilised in the future. Suggestions received so far include a swimming pool, a glass veranda and a seating area with potted plants.
Provide details of any other facilities to which the residents have access	The home has two kitchens which are accessible to the people who use the service. There is also a staff office which used to be another dining room, and we are exploring options for making better use of this room in the future for the benefit of people who use the service. Some suggestions have been to use it as a quiet lounge with comfy chairs, and music players so that people can have a quiet area to do the quieter activities they enjoy such as reading, puzzles, writing letters etc.

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	Yes
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.

Each service user has an allocated key worker who meets with them regularly to discuss their needs and care. They then produce a monthly key worker report which is sent to the Registered Manager and Responsible Individual.

People who use the service are also involved in reviewing their care and support plans and associated documentation. Where they do not have capacity to do this, their Next of Kin does this to ensure that their views and wishes are captured. To develop our documentation and make it more effective, we have introduced one-page profiles to our care plans which offer quick access to key information about the individual to provide support more effectively.

We hold monthly service user meetings, where the people who use the service set the agenda and discuss any concerns they have, what they would like to do in the coming month, and make choices about activities, menu planning, and other topics.

We also conduct surveys with people who use the service to find out their opinions on the service, what they like and dislike about it, and what they would like to see change.

The Registered Manager and The Responsible Individual are both present in the home regularly and meet with the people who use the service to discuss their views and opinions, as well as things they would like to do going forward and any improvements to the service they would like to see.

However, we have not always been great at recording the information we have gathered, and this was picked up in our inspection in January 2023. To improve this, we have now introduced Service user questionnaires which can be adapted for different topics we are seeking feedback on, from daily activities to decoration in the home and more. This provides clear evidence of how we have sought the views of the service users and is trackable to see what we have achieved.

An example of how this has been effective since its implementation is that the people who use the service voiced that they would like to get out and about more, going out for coffee and cake, bowling, and trips to the theatre. We are now in the process of recruiting 2 part-time staff to facilitate this on a more consistent basis.

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.

Everyone has a health action plan folder which contains all the information on their health needs, including medication information, regular appointments etc. Everyone has had their annual health check with their GP.

The Registered Manager and the Responsible Individual hold 'weekly briefing' meetings where we review every individual. This helps us to pick up on any changes and ensure that any actions required are implemented in a timely and effective manner. Staff also contribute to these meetings by communicating any thoughts or concerns they have and would like discussed at the meeting. We also discuss individual's health and well-being at team meetings and in individual supervisions.

We have also worked closely with other professionals to ensure that individuals are getting the care and support they need to live a healthy and active life. A positive example of this is an individual who, when we took over the home in July 2022, had poor mobility and relied on a wheelchair and walking frame to get around the home. We asked the GP to review them, and they were subsequently referred to the community physio team. We have worked with the physios to promote the individual's physical strength, to the extent that they are now able to mobilise independently around the home and are getting out into the community more.

Another example of effective working is when an individual became unwell and went to their GP. They were referred to a specialist, however the waiting time to be seen was very long. As they were in significant pain and discomfort, we discussed options with the GP and the individual's family, who were also their Power of Attorney, and we agreed that it was in their best interests to seek a private consultation. This was achieved in a much shorter space of time, which meant the individual was able to improve their health and well-being much faster.

However, an area we need to improve on is in people's development. For example, prior to Covid-19, one person used to go to a day centre 4-5 times per week. However, during the lockdown, the day centre closed permanently, and so the individual has not been as active with community-based activities since. We are working with the individual and their allocated social worker to identify new opportunities that allows them to take part in more community-based activities that they enjoy and benefit from.

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

The Registered Manager and Responsible Individual are present in the home regularly and have a wealth of experience in Safeguarding vulnerable adults, knowing their duties on reporting and recording, as well as being experienced at spotting the signs of abuse and neglect.

The Registered Manager supervises all the staff on a bi-monthly basis and a set topic at every supervision is Safeguarding, where staff discuss any concerns they have, as well as giving an opportunity to reflect on any issues that may have occurred, and to test the staff members knowledge on safeguarding procedures. Safeguarding is also a set topic at team meetings. Staff and service users are aware of the whistleblowing procedure. Where an individual does not have capacity, their family or representative are made aware of the whistleblowing procedure.

All staff receive training in safeguarding and a wide range of topics that is refreshed annually. This ensures that staff are experienced and knowledgeable in their jobs and can keep individuals safe.

The service carries out robust recruitment processes to ensure that staff are suitable to work in the home. All staff are subject to a DBS check, have references from all previous employment where they have worked with vulnerable people, and are registered, or in the process of registering, with Social Care Wales. If there were any flags on a DBS, or a reference, further information would be gained and a risk assessment completed to determine whether that person was suitable for the job, or to remain in the job, and a decision made by the Responsible Individual from this.

The service welcomes visits from other professionals, as well as Families and friends of the people who use the service, and we actively seek their feedback on the service. This helps to promote the transparency of the service, whilst also ensuring that the people who use the service can see the people that matter to them and would therefore be able to raise any concerns they had with someone outside of the service.

People who use the service also have an allocated key worker who meets with them regularly. This means that the individual has someone that they can build a trusting relationship with and know that they can discuss any issues they have with them. Key workers know to discuss any issues with management, and they produce a monthly key worker report which is sent to the manager and the Responsible Individual for review.

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

We have undertaken a comprehensive modernisation of the home, improving the décor and upgrading some of the facilities to improve the overall experience of the people who live at the service.

People who live at the service have worked with the management and their key workers to redecorate their bedrooms, choosing their own colour schemes, and picking furniture for their rooms. For example, one service user wanted a double-bed and a SMART tv, so these items were purchased for them as part of the redecoration program.

We have redecorated the communal areas which were previously looking tired and dated. People who use the service were consulted on the colour schemes at house meetings and chose a new SMART tv for the lounge that means they are now able to watch streaming services as well as terrestrial tv. One person also said, "I love the new decoration, it looks so fresh."

We have also updated one of the bathrooms. The old bathroom only had a bath with a shower over the bathtub, which made it inaccessible and unusable for many of the people who use the service. We therefore designed a whole new bathroom that replaced the bath with a large walk-in shower. This gives individuals plenty of room to safely access the shower, and for staff to be able to support them more easily and safely when required.

There was also a dilapidated conservatory which was never used as it leaked. People who use the service also commented that before it leaked, it was either too hot or too cold to sit in and they didn't really use it. We therefore took the decision to remove the conservatory, and through consultation with the people who use the service, we are using the remaining concrete area to create an outdoor seating space with raised planters so that they can take part in gardening activities and make more use of the large garden area.

We do however need to improve our access to the local community and facilities, and this has already begun. We are in the process of recruiting 2 part-time staff to increase staffing levels so that people can access the community more regularly. We are also working with the people who use the service, and other professionals to seek new opportunities at day centres and other leisure activities, that will provide a wider range of activities for the people who use the service. We are also introducing recording to plan and capture the activities that people who use the service do more effectively.

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)	4
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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	1
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	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff at the service have undertaken the following training: Medication Advanced Safeguarding Moving & Handling of People Moving & Handling of Inanimate Objects First Aid Health & Safety Infection Control COSHH Food Safety Level 2 Food Safety Level 3 Fire Safety Equality & Diversity Dignity Privacy & Respect MCA & DoLS Managing Challenging Behaviour Autism Awareness MH Awareness LD Awareness Communication & Record-keeping GDPR Awareness Diet & Nutrition Legionnaires
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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
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff at the service have undertaken the following training:</p> <ul style="list-style-type: none"> Medication Advanced Safeguarding Moving & Handling of People Moving & Handling of Inanimate Objects First Aid Health & Safety Infection Control COSHH Food Safety Level 2 Food Safety Level 3 Fire Safety Equality & Diversity Dignity Privacy & Respect MCA & DoLS Managing Challenging Behaviour Autism Awareness MH Awareness LD Awareness Communication & Record-keeping GDPR Awareness Diet & Nutrition Legionnaires
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
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.	4pm-9.30pm, followed by a sleep-in, and then 7am-10am. Staff also cover hours between 10am-4pm.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff at the service have undertaken the following training: Medication Advanced Safeguarding Moving & Handling of People Moving & Handling of Inanimate Objects First Aid Health & Safety Infection Control COSHH Food Safety Level 2 Food Safety Level 3 Fire Safety Equality & Diversity Dignity Privacy & Respect MCA & DoLS Managing Challenging Behaviour Autism Awareness MH Awareness LD Awareness Communication & Record-keeping GDPR Awareness Diet & Nutrition Legionnaires

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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2

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.	4pm-9.30pm, followed by a sleep-in, and then 7am-10am. Staff also cover hours between 10am-4pm.
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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	3
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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