

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:	St Davids Care Limited	
The provider was registered on:	28/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St David's Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	28/11/2018
	Responsible Individual(s)	David Waltho
	Manager(s)	Ruth Waltho
	Maximum number of places	52
	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	Training needs analysis completed regularly with individuals and staff team. Training matrix in place to identify training expiry/renewal. Training needs can also be identified at supervisions and appraisals and during any spot checks undertaken. Staff are aware they can request additional training at any time. We provide in house training for all mandatory courses and utilise socialcare.tv and external training providers for any additional training needs required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment strategy in place, staffing numbers regularly monitored to highlight any recruitment needs. Utilising online job postings, local newspapers and regular attendance at job fairs. We have formed good links with local colleges and regularly have student placements, who are offered the opportunity of work. We have partnered with Arriva Wales to offer new and existing staff discounts on bus travel. We are also researching staff rewards and referral programmes.

Service Profile

Service Details

Name of Service	St David's Residential Home
Telephone Number	01745353621
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	83
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Fees Charged

The minimum weekly fee payable during the last financial year?	636
The maximum weekly fee payable during the last financial year?	1026

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>RI will carry out visits at least once every 3 months. The visits are structured to engage with residents, staff and, when available, family and health professionals to gain an overview of the performance of the service. We have various systems in place to ensure ongoing compliance and quality. These include an in depth 6 monthly quality assurance review. The Autumn review is conducted through the medium of questionnaires which seek the views of our individuals, families and visiting health professionals and our staff. The analysis of the survey results is reviewed in depth by the management team. In addition the RI will engage with individuals regarding their responses, in particular to address any issues. The Spring review coincides with the financial year end and comprises a quality analysis of the monthly audit reports, the complaints files, the preceding year's inspection reports and a further review of our policies.</p>

Service Environment

How many bedrooms at the service are single rooms?	48
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	33
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>We have a large, secure garden area which is accessed either from our garden Lounge through large French doors which allow for wheelchairs and mobility vehicles to access. Access is also available through a locked side gate via our car park. The garden has a pergola and various seating, benches and a double swing along with trees and various floral planted displays. There is also a sensory garden with planted herbs and fragrant flowers along with a water feature. There are paths around the garden for access. During the summertime, events are held in the garden with marquees and additional seating.</p>

Provide details of any other facilities to which the residents have access	Individuals have access to the Homes external telephone lines, arrangements can be made for a BT private line to be installed in an individual's bedroom on request. We offer free Wi-Fi internet access. Physiotherapy can be arranged following the referral from a G.P. or occupational therapist A Hairdresser visits the home as required; however, all residents have the choice to use a local hairdresser and this can be arranged upon request. The Chiropodist visits the home every 6 weeks. There is the availability for all individuals to have an eye test/health check on a yearly basis. Dental arrangements are available. We undertake all laundry in-house. Whenever possible the individual will continue to use their present G.P. on admission. If, for any reason the individual is unable to continue with their present G.P. the Home will assist the individual to register with a new G.P. We work closely with the local district nurse team, who support the home and our residents
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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

<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>	
<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>We have received excellent feedback from our surveys and the feedback received reflects our staff and management team's hard work during and coming out of the covid 19 pandemic. We are looking forward to the "new normal" and facilitating further activities and events now that it is safe for our residents to do so. We have reviewed all responses to our survey and action plans put in place to ensure all items raised are dealt with appropriately and timely.</p> <p>Our redesign of our main lounge is in progress and forms part of our continuing improvements to St David's and its environment.</p> <p>The completion of our dedicated Wifi system is now complete and has improved care reporting and accessibility for our residents.</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>We have received excellent feedback from our surveys and the feedback received reflects our staff and management team's hard work during and coming out of the covid 19 pandemic. We are looking forward to the "new normal" and facilitating further activities and events now that it is safe for our residents to do so. We have reviewed all responses to our survey and action plans put in place to ensure all items raised are dealt with appropriately and timely.</p> <p>We have received positive feedback from our residents following the reinstatement of many activities and we are pleased report a positive impact on their well being following these activity sessions, and these will be expanded upon over the next few months as we continue to recruit to our activities team</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have received excellent feedback from our surveys and the feedback received reflects our staff and management team's hard work during and coming out of the covid 19 pandemic. We are looking forward to the "new normal" and facilitating further activities and events now that it is safe for our residents to do so. We have reviewed all responses to our survey and action plans put in place to ensure all items raised are dealt with appropriately and timely.</p> <p>Feedback from our residents and their families demonstrate they feel safe and protected and are happy and cared for in a warm and friendly environment.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We have received excellent feedback from our surveys and the feedback received reflects our staff and management team's hard work during and coming out of the covid 19 pandemic. We are looking forward to the "new normal" and facilitating further activities and events now that it is safe for our residents to do so. We have reviewed all responses to our survey and action plans put in place to ensure all items raised are dealt with appropriately and timely.</p> <p>Feedback from our survey indicated that over 92% of residents felt that staff know their preferences, they feel they are well trained and are friendly and polite and were happy with the care provided.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>34</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<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>	
	<p>Induction</p>	<p>1</p>
	<p>Health & Safety</p>	<p>1</p>

Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NVQ Level 3 NVQ Level 4 First aid First Aid at Work COSHH Dementia Tour
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
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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Moving & Handling Passport - Train the Trainer Commencing level 4 NVQ
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	1
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2

Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health Training & Support NVQ 3 Leadership & Management Diploma in Counselling and Psychotherapy QCF Level 5 - Health and Social Care Certificate in Dementia
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
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	7
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	7
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	2
Safeguarding	3
Medicine management	7
Dementia	4
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOL's First Aid awareness Emergency First aid at work Dementia tour bus COSHH

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
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.	The typical care staff daily rota pattern at St David's is divided into 3 shifts. The morning shift from 0800 to 1500, the afternoon shift from 1500 to 2200 and the night shift from 2200 to 0800. However, these times may be varied on an individual basis according to the needs of residents and the service. Typically, a morning shift will comprise 6 carers including a senior carer/supervisor in charge, the afternoon shift will comprise 5 carers including a senior carer/supervisor in charge and the night shift 3 carers including the designated shift leader/senior care staff. The Deputy Manager has special responsibility for care, and will usually be present during the office hours of 0800 to 1600 both to support care staff, assist with medication and supervise. Additional further staff may be rostered for other periods to assist during periods of high activity or for special events.
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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	4
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No. of staff working towards the required/recommended qualification	3
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	14
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	9
Manual Handling	11
Safeguarding	11
Medicine management	5
Dementia	7
Positive Behaviour Management	7
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Dementia Tour Bus Dementia Awareness First Aid Awareness
Contractual Arrangements	
No. of permanent staff	14
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)	8
No. of part-time staff (17-34 hours per week)	6
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.	The typical care staff daily rota pattern at St David's is divided into 3 shifts. The morning shift from 0800 to 1500, the afternoon shift from 1500 to 2200 and the night shift from 2200 to 0800. However, these times may be varied on an individual basis according to the needs of residents and the service. Typically, a morning shift will comprise 6 carers including a senior carer/supervisor in charge, the afternoon shift will comprise 5 carers including a senior carer/supervisor in charge and the night shift 3 carers including the designated shift leader/senior care staff. The Deputy Manager has special responsibility for care, and will usually be present during the office hours of 0800 to 1600 both to support care staff, assist with medication and supervise. Additional further staff may be rostered for other periods to assist during periods of high activity or for special events.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH First aid awareness Dementia bus
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
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
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	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH First aid awareness Dementia bus Food Hygiene Level 3
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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
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.	Maintenance Manager Maintenance Officer Activities Coordinators
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Activities Training First aid & first aid awareness Working at heights Communication training Dementia Bus Train the trainer (first aid & CPR)
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2

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	4
No. of staff working toward required/recommended qualification	0