

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:	Tregwilym Lodge Limited	
The provider was registered on:	05/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	TregwilymLodge Nursing and Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	05/09/2018
	Responsible Individual(s)	Brian Rosenberg
	Manager(s)	Toni Reid-Chesworth
	Maximum number of places	74
	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	The service employs a Training and Development Manager who deals with the training needs of the staff employed at the service. This include keeping records of all mandatory training required by staff and dates for refresher courses, scheduling training and carrying out said training with staff or booking an outside training provider if required - ensuring the training is applicable to each job role in the service.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The service has a Recruitment Manager who deals with the recruitment needs of the service. This include sourcing candidates from various online platforms, scheduling interviews, etc. The service also has a Skilled Worker Licence and can recruit staff from overseas. To assist in retaining staff, the service has regular Staff Meetings where opportunity is provided for staff to raise issues and make recommendations. Training and the opportunity for career development is also available.

Service Profile

Service Details

Name of Service	Tregwilym Lodge Nursing and Residential Home
Telephone Number	01633896100
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None, although an interpreter can be sources for other languages if necessary

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	93
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Fees Charged

The minimum weekly fee payable during the last financial year?	886
The maximum weekly fee payable during the last financial year?	1249

Complaints

What was the total number of formal complaints made during the last financial year?	51
Number of active complaints outstanding	0
Number of complaints upheld	25
Number of complaints partially upheld	13
Number of complaints not upheld	8
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	There is information in the Service User Guide and regular resident and relatives meetings are held.

Service Environment

How many bedrooms at the service are single rooms?	67
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There is a pleasant outside seating area/garden that people can access during warm weather.
Provide details of any other facilities to which the residents have access	Local coffee shop, local school, church, restaurants and bars

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.

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.

- Regulatory inspection carried out.
- Regulation 73 visits take place every 3 months.
- Supervisions are carried out every 3 months.
- Staff Meetings are held frequently for every department.
- A service user guide is provided to all new residents and is regularly checked and updated.
- Resident Family Member Meetings are held every 3 months.
- Care plans are populated on admission and then allocated to a Named Nurse for continuity.
- Care Plans are updated every 3 months or as soon as a change occurs.
- Where possible residents are given choice in relation to food, activities and the activities of daily living. Where choice is compromised due to cognitive impairment, choices are made in the resident's best interest.
- Provision of care is also discussed with residents and relatives by an assessor during a DOLs authorisation.
- This is Me document is populated by the activities team leader and regularly reviewed by Activities.
- Feedback surveys Colleague, Residents and Family Members are issued every 3-6 months.
- 3 Monthly Complaints & Compliments Audit completed.
- Regular reviews carried out by Nurse Assessors.
- Appraisals are carried out annually with Line Managers
- Records of conversations are held whenever there is a learning opportunity and additional support and training is offered when required.
- Carer competences are carried out during the induction process and at least annually as part of the appraisal meetings.

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.

- Care plans are completed within 72 hours for residents being placed in our care.
- All residents have an allocated Named Nurse for continuity of care.
- Clinical Care Meetings take place every month.
- The Clinical Manager holds a Daily Flash Meeting with all nurses on shift.
- Activities Newsletters are produced and sent to all family members.
- Visiting professionals including Occupational Health, Physiotherapists, Occupational Therapists, GPs, Chiropodists and Hairdresser participate with those residents requiring them.
- Where possible residents are given choice in relation to food, activities, and the activities of daily living.
- Surveys sent to obtain views of other relevant professionals.
- Effectiveness of staff to assist people who use the service to maintain health and well-being.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • People are encouraged to feedback any concerns as part of their introduction to the service. • Incidents, Accidents and Safeguarding are routinely recorded for trends and analysis. • Clinical Care Meeting to continue monthly. • A daily flash meeting will continue with the Clinical Manager and Nurses on shift. • Level 2 Safeguarding training provided. • Health and Safety Training provided at level 2. • Fire Training provided. • Face to face fire Marshall training carried out and identified fire Marshall on shift. • First Aid Training provided. • Person-Centred Care Training provided. • GDPR Training provided. • Equality and Diversity Training provided. • Manual Handling Training provided. • MCA and DOLs Training provided. • Equality and diversity training • Safeguarding training and raising safeguarding's • Carers competencies carried out as part of the carer's induction and at least yearly. • Where possible feedback is given to our residents. However, due to the nature of our residents and their cognitive impairments, it can be difficult to feedback and to have full confidence they have understood the feedback given. We do encourage feedback to be given in a way that would make it simpler for our residents to understand. We can use picture boards, the help of family and friends who can interpret if there is a language barrier. • Staff competencies completed that cover several areas including repositioning, manual handling and accountability are checked. • Reflective accounts completed where required. • Record of conversations carried out where required. • Safeguarding's raised within the Home to be discussed with all staff where possible to promote learning.
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<ul style="list-style-type: none"> • Annual Fire Risk Assessment, Health and Safety Reviews are completed. • Periodic Preventative Maintenance (PPM) takes place weekly and monthly according to schedule, there has been some gaps in this due to no maintenance personnel. • Environmental Audits are completed every 3 months. • Health and Safety Audit is completed every 3 months. • Infection Prevention and Control Audit is completed monthly. • Walkaround Audit is ad hoc. • Night spot Check Audit focusing including security, staffing levels, environment, lighting etc is completed at least yearly. • Room suitability for the resident is completed as part of the initial assessment. • Ultra-low specialist beds have been purchased for all residents requiring them. • Specialist seating sourced where required. • Sensor equipment ordered where required. • Movement sensors implemented where required. • Bedrails ordered where required. • Ongoing assessment for the provision of 1:1 where required to maintain the safety of our residents. • Residents are taken to the local School, Church Café, Shop and Restaurant where possible. • Equality and diversity training. • Carers competencies carried out at least yearly. This covers a visual observation of each carer carrying out all activities of daily living. • Management presence on the floor ensuring oversight.

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) 90

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
	<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	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	1
	Positive Behaviour Management	1
	Food Hygiene	1
	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	
<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	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	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.	Fire Marshall Prevention and Management of Falls
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	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
<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	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall Falls Prevention
Contractual Arrangements	
No. of permanent staff	6
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)	6
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	3

No. of staff working towards the required/recommended qualification	3
Nursing care staff	
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	2
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
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.	Fire Marshall Falls Prevention Basic Observations Training Diabetes and Blood Glucose Venepuncture
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
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.	Shift pattern is 7:00 am to 7:00 pm day shift and 7:00 pm to 7:00 am night shift with 2 staff required per shift

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	2
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	12
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	8
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	21
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall Falls Prevention Basic Observations Training Diabetes and Blood Glucose Venepuncture
Contractual Arrangements	
No. of permanent staff	12
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)	12
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.

Shift pattern is 7:00 am to 7:00 pm day shift and 7:00 pm to 7:00 am night shift with 2 staff required per shift

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

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

95

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

88

Health & Safety

89

Equality, Diversity & Human Rights

89

Infection, prevention & control

89

Manual Handling

90

Safeguarding

90

Medicine management

0

Dementia

90

Positive Behaviour Management

84

Food Hygiene

0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Fire Marshall
Falls Prevention

Contractual Arrangements

No. of permanent staff

93

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

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)

64

No. of part-time staff (17-34 hours per week)

28

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.

Shift patterns are:
 7:00 am to 7:00 pm day shift - 15 staff
 8:00 am to 2:00 pm early shift - 4 staff
 7:00 pm to 7:00 am night shift - 8 staff
 7:00 pm to 1:00 am twilight shift - 3 staff

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

15

No. of staff working towards the required/recommended qualification

61

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

8

No. of posts vacant

3

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

10

Health & Safety

8

Equality, Diversity & Human Rights

8

Infection, prevention & control

8

Manual Handling

8

Safeguarding

8

Medicine management

0

Dementia

8

Positive Behaviour Management

0

Food Hygiene

0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Fire Marshall

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

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)	3
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="border: 1px solid green; padding: 5px;">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 style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	8
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	5
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	7
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
<div style="border: 1px solid green; padding: 5px;">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)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	0
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 - carry out or arrange maintenance of the building, equipment and garden Activities Coordinators - conduct activities with the service users Office Manager and Administrator - deals with any tasks required to do with the service users/accounts /payroll/staff Training & Development Manager - trains or arranges training for the staff in all the mandatory topics and keeps records of same
Filled and vacant posts	
No. of staff in post	10
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	1
Dementia	10
Positive Behaviour Management	8
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Marshall Working at Heights
Contractual Arrangements	
No. of permanent staff	8
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
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)	1
Staff Qualifications	
No. of staff who have the required qualification	1

No. of staff working toward required/recommended qualification	0
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