

Cwmgelli Care Ltd

Statement of Purpose



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Specialist nursing support for people with Dementia and Complex Mental Health Needs, Acquired Brain Injury, Neurological Conditions and Learning Disabilities

Cwmgelli Care operates under the legal entity of Cwmgelli Care Limited.

Responsible Individual and Registered Manager's Information

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This statement of purpose is produced by Matthew Reade, Director and Responsible Individual for Cwmgelli Care in conjunction with the Home Manager. This statement of purpose sets out the aims, objectives and philosophy of the home, its services and facilities and the terms and conditions surrounding residency within the home. In addition to this document, a 'Service Users Guide' is provided to all those looking to reside Cwmgelli Care and their relatives / support network.

Introduction

Cwmgelli Care is a purpose-built 26 bed nursing home situated in Blackwood in the Caerphilly Borough. It is a quiet location approximately 1 mile from Blackwood Town Centre.

The home is a two-storey building set in specially landscaped gardens with an emphasis on providing a specialist and safe living environment. There are shops, cafes and restaurants and a range of places of worship in nearby Blackwood,

Section 2 – Local Services

Cwmgelli is located in Blackwood are of Newport. The local area has many attractions, including parks, sports centre and a public swimming pool and is situated near the towns Newport.

There is a GP surgery close to Cwmgelli Care which provides support for individuals.

Further afield are the bustling city Cardiff which has lots to offer, including the football and rugby stadiums and vibrant shopping centres, colleges for further study or courses. The picturesque Brecon Beacons are also within a short driving distance.

There are plenty of attractions within easy reach, some of which include:

- **Tredegar House**, is a 17th-century mansion in the western edge of the city of Newport. For over five hundred years it was home to the Morgan family, one of the most powerful and influential families in the area. Described as "The grandest and most exuberant country house" in Monmouthshire and one of the "outstanding houses of the Restoration period in the whole of Britain", the mansion stands in a reduced landscaped garden of 90 acres forming the non-residential part of [Tredegar Park](#). The property became a Grade 1 listed building on 3 March 1952 and has been under the care of the [National Trust](#) since March 2012.
- **Newport Transporter Bridge Visitor Centre**, crosses the River Usk in Newport, South Wales. The bridge is the lowest crossing on the River Usk. And is a Grade 1 listed building. The bridge is one of fewer than 10 transporter bridges that remain in use worldwide; only a few dozen were ever built. It is one of only two operational transporter bridges in Britain, the other being the [Tees Transporter Bridge](#).
- **Caerleon Roman Fortress and Baths Museum** ([Welsh](#): *Caer a Baddonau Rhufeinig Caerllion Amgueddfa*) is a historical site located in the town of Caerleon, South Wales. Near to the city of [Newport](#). Caerleon Baths Museum are run by the Welsh historic environment service [Cadw](#).
- **RSPB Newport Wetlands**, established in 2000 to mitigate losses of wildlife habitat when the Cardiff Bay Barrage scheme was undertaken. The Wetlands is owned and managed by [Natural Resources Wales](#), the successor body to the [Countryside Council for Wales](#). A purpose-built visitor and education centre for the site was

opened, in West Nash, in March 2008 by the RSPB with help from Newport City Council and Water Level management assistance. The reserve covers 437 hectares and borders on the northern shore of the Seven Estuary. The reserve was made a [national nature reserve](#) on 16 April 2008

- **Cwmcarn Forrest Drive**, a popular 7 mile drive through hills and forests on the flanks of the mountain of [Twmbarlwm](#) which is operated by the Forestry Commission. The area is popular as a tourist site and a location for mountain biking and has seen significant recent development as the world-class Y Mynydd Mojo Track mountain biking trail is attracting an increased volume of visitors. A new £2 million visitor centre has been opened.
- **Newport Centre** is a leisure centre in Newport, South Wales. The Newport Centre is located in the heart of Newport centre on the west bank of the river Usk adjacent to the Kingsway Shopping centre. The centre holds events such as concerts, exhibitions and conferences. The centre also has conference suites overlooking the leisure pool.
- **Cefn Mably Lakes**, are set in the rolling Welsh countryside. Cefn Mably Lakes is a fishing complex situated between Newport and Cardiff and only 5 mins from the M4. There are 8 lakes in total split between 4 coarse lakes and 3 specimen Carp lakes plus the Spring Lake which is home to our new holiday lets. Cardiff Angling Centre, a new tackle shop stocking all the major fishing brands and an on-site cafe serving breakfast and snacks all day.

The facilities for those who live in **Cwmgelli Care** include:

- Wheelchair accessible vehicles for accessing the local community and service user holidays.
- Landscape grounds with plentiful space for everyone to sit and enjoy the gardens and views. There is a sensory garden including wheelchair accessible paths leading to a central courtyard for our service users and visitors to utilise.
- Specialist manual handling equipment.
- Specialist Therapies and activities room.
- Communal “quiet” areas for people to enjoy peace and quiet, play music, read a book and have tea/coffee for themselves and/or their visitors
- Communal bathrooms.

Cwmgelli Care operate a no smoking policy in our building however, sheltered smoking areas are available.

Section 3 – About the service we provide

The Range of Needs we can Support

Cwmgelli Care is a purpose build 26 bed facility providing care for services users aged 18 years and above. The home is on two floors (Daffodil and Rose)

The property has been purposely designed to provide a bright, positive and vibrant environment to meet the needs of younger people. Split over two floors, Cwmgelli Care provides spacious accommodation that hosts a range of assistive technology and facilities to enable independent living.

The home has 26 bedrooms all of which meet and exceed the size and standards set by Care Inspectorate Wales. The home also fully complies with all regulations and standards as required by CIW.

We aim to deliver a provision of the highest quality to individuals who suffer with all types of Dementia, Acquired Brain Injuries (through trauma, stroke or other neurological events), Learning Disability, Complex Behavioural Needs, Chronic Neurological Conditions such as Huntington's disease, Parkinson's disease, Motor Neurone Disease, plus support for people with serious and enduring Mental Health conditions. We also aim to provide highest quality care needs associated with Palliative Care at the End of Life.

Our aim is to maintain and where possible, improve, the overall independence levels for people in our care through rehabilitation (if appropriate), outcome focused goals, stimulation and social integration in order to maximise potential, optimal functioning and to enjoy a valuable quality of life.

We appreciate that the care and support needs of our service users are unique, individual and can change over time; therefore, we provide a flexible and responsive approach to meeting their ever changing needs. This is achieved through identification of training needs for staff, and our managers take the lead with clinical input of our service users at monthly internal Multi Disciplinary Team (MDT) evaluations at Cwmgelli Care, this is to assist and support placements and referrals to external agencies should further assistance and support be required.

Specialist services and facilities we provide are:

- Care Assistant Advanced Practitioners trained in Manual Handling, Occupational Therapy, Physiotherapy, Positive Behavioural Management (PBM) and Fundamentals of Care. These staff are employed by Fieldbay and work as and when required with individuals at Cwmgelli Care.
- Physiotherapy – The Physiotherapists and Physiotherapy Advanced Practitioners employed by Fieldbay visit Cwmgelli Care as and when required, assessing the physical abilities of those in our care and providing programmes and regimes for those who need to improve or maintain their physical abilities. They will work closely

with the staff team to provide training for mobility and exercises either in lounges, bedrooms or the therapies room.

- Occupational Therapy – Our Qualified OT's and OT Advanced Practitioners employed by Fieldbay, visit as and when required to carry out assessments on the Activities of Daily Living to help those in our care remain as independent as possible. They work closely with the Manager and support staff to provide opportunities for activities and outings. Those living with us will have a goal orientated programme which is fully explained to those who are able to understand its purpose. The OTs work closely with the rest of the therapy team and liaise with external providers for those who require additional specialist equipment like wheelchair services and orthotics. The OT service is tailored for our service users and can be delivered in groups, individually, at Cwmgelli Care, or out in the Community utilising our minibuses.
- Speech and Language Therapy (SALT) staff employed by Fieldbay input into Cwmgelli Care as and when required, to enable us to assess and advise of swallowing difficulties, lead on communication strategies and to access other services if necessary.
- Qualified Positive Behaviour Support and Management team members employed by Fieldbay, work with staff and service users at Cwmgelli Care as needed, to monitor patterns of behaviour. The team provides 'on the job' training with the care assistants and individuals who need 'Traffic Light Plans' that detail a plan of managing their associated behaviours.
- Cwmgelli Care has access to a full time Qualified Manual Handling Trainer employed by Fieldbay.
- Cwmgelli care assistants are encouraged to train to their optimal functioning level and range from QCF 2 to QCF 5 qualifications and many undertake supervisory/advanced practitioner roles within the company.
- Cwmgelli Care has access to a part time Consultant Psychiatrist, employed by Fieldbay, who will either undertake 'shared care' with an individual's Psychiatrist or will undertake sole care if a person has no psychiatric input.

Age Range of Service Users using Cwmgelli Care

We provide care for **26** adults over the age of 18 with:

- Acquired Brain Injury and requiring nursing care.
- Dementia/Mental Infirmity and requiring nursing care.
- Learning Disability with a primary diagnosis of Acquired Brain Injury/ Dementia/Mental Infirmity requiring nursing care.
- Mental illness (functional) with a primary diagnosis of Acquired Brain Injury/ Dementia/Mental Infirmity requiring nursing care.
- Neurological illness requiring nursing care.

Capacity of Accommodation Based Services

Cwmgelli Care is a **26 bed Nursing home** which is registered by the **Care Inspectorate Wales (CIW)**.

Cwmgelli Care works closely with various Local Health Boards and Social Services.

Section 4 – How We Provide the Service

The prime objective of Cwmgelli Care is to provide person centred care to all those who live in our home to a standard of excellence that embraces fundamental principles of outstanding care delivery; that this may be witnessed and evaluated through evidence-based practice, evaluation and monitoring of the quality of care in the home.

To meet the diverse needs of those in our care, Cwmgelli Care provides a flexible, multi-disciplinary package of care that is continuously evaluated through assessment of need, likes and dislikes of each person, formulating robust risk assessments/risk planning with care plans to meet the changing needs of individuals in our care, whether they live with acute illnesses or need Palliative Care at the end of life. The service user is at the centre of this process and their wishes and choices are paramount to enable us to provide a diverse, flexible service to all.

Cwmgelli Care ensure that the care service is delivered flexibly, attentively and in a non-discriminatory fashion while respecting each person's right to independence, privacy, dignity, fulfilment, and the rights to make informed choices and to exercise risks as deemed appropriate from risk assessments and continuous evaluation.

We also ensure that each individual's needs and values are respected in matters of religion, culture, age, race or ethnic origin, sexuality, sexual orientation, gender reassignment or transgender, political affiliation, marital status, parenthood and disability or impairment. This includes creating opportunities and supporting those living with us to attend support groups and religious services should they wish to.

Cwmgelli Care makes every effort to support and involve families and friends of those who live with us, including involvement in the care programmes and events at Cwmgelli Care, should they desire.

Cwmgelli Care strives to ensure the care service as a whole, is delivered in accordance with the Statement of Terms and Conditions agreed at the point of moving into the home.

We manage and implement a formal programme of staff planning, selection, recruitment, robust and regular training and personal development in order to ensure the care needs of those in our service are delivered with the most up to date practice.

Cwmgelli Care manages the care service efficiently and effectively so that we make best use of resources and to maximise value for money for those who live in our homes and the funding authorities. The staffing levels for Cwmgelli Care are determined by dependency and need. Staffing levels are checked and amended accordingly by the Manager and Responsible Individual. The Manager is responsible for redeploying staff within Cwmgelli Care on a daily basis as required.

We provide all who live in our home with written information on Cwmgelli Care's services through a 'Service Users Guide.'

Admission - Assessing, Planning and Reviewing of Service Users Care

A Pre-Admission Assessment of need is undertaken following a request from Care Managers/Local Health Boards/Social Workers or families. This will be undertaken by the Manager/Deputy, who may also call upon other senior colleagues who are expert in their field, e.g. Occupational Therapist, Senior Nurses, Physiotherapist, Psychology or Speech and Language Therapy to input towards the assessment.

Prior to any new admission, the Home Manager will make available the new Pre-Admission Assessment for staff to read. For individuals referred through care management arrangements, the manager at Cwmgelli Care will obtain a summary of the Care Management (health and social services) assessment and copies of the Care Plan/Risk Profiles produced for care management purposes.

At the initial assessment, every effort is made to establish the persons likes, dislikes, routines, hobbies and support needs. Following confirmation of Cwmgelli Care being able to meet the person's needs – and confirmation of agreement by the funding commissioners, arrangements will be made for an admission date. The potential service user and family are encouraged to visit Cwmgelli Care, to meet staff and look around the home prior to the admission date.

Upon confirmation of admission date, the Manager/Keyworker will ensure all information is transferred to our Access Care Planner electronic records and an initial set of support plans and risk assessments will be compiled. A full audit of the completion of the admission process takes place approx. 48 hours following admission. Thereafter, support and risk plans are reviewed (when completed in full) at least monthly, or sooner should the persons

needs change. The initial 6-8 weeks period form part of an ongoing assessment and review of care.

Prior to the bedroom being occupied it will be thoroughly checked for any damage, risks, faulty items or decoration requirements and reported to the maintenance team for urgent repair and redecoration.

Upon arrival at Cwmgelli Care, the individual and accompanying family/advocates will be greeted by the person in charge, offered refreshments and shown their allocated room. Family accompanying the person can assist with unpacking the service user's belongings if the person wishes, or staff will assist the service user if help is needed. A Service Users Guide (SUG) will be issued and the service user will be shown around and assisted to settle and as much information as possible will be requested from families and agencies to minimise the anxiety of settling in to a new home.

A list of belongings brought into the home will be detailed, and the service user will be advised to store any valuable items in a locked bedside cabinet in the bedroom. For valuable items please refer to the service users' policy and procedures for personal belongings.

On admission to Cwmgelli Care the service user will also be asked what leisure activities they would like to participate in, this may include previous leisure pursuits and encouragement to identify and try new activities as well. The activities coordinator at Cwmgelli Care will offer individual and group sessions, including trips into the community. Service users are assisted to spend time with those who are compatible with each others company to ensure that the activities are successful. Service users will be encouraged to attend sessions which are pertinent to the individual in the community with the aim of building their skills, for example a trip to the supermarket to work on the use of a shopping list and handling of money or a trip to the gym to learn how to use the equipment and improve specific skills like balance and co-ordination.

For emergency admissions, it is the policy of Cwmgelli Care to work sensitively with the service user, their families and agencies to minimise any anxiety and stress that may have been brought about by the unplanned admission. It is Cwmgelli Care's policy to liaise with the GP surgery to have an update on medical history, visits and medication, the manager will obtain as much information as possible from significant others.

Any medication brought into Cwmgelli Care will be recorded in the Drugs Received System.

Where a relative or advocate has legal control of the individual's financial affairs, the Manager will deal directly with this person to ensure the service user has sufficient access to clothing, toiletries and monies.

Care and Support

Cwmgelli Care provides a comprehensive package of support and care as agreed and detailed in the Individual Support Plan and programme. This allows us to provide a high standard of care to service users with complex psychological and physical needs and those who may present with behaviours that challenge.

Where the Positive Behavioural Management team are involved, robust support plans will be formulated and reviewed with the individual (where appropriate) and the staff team. All staff receives PBM and PBS training, to enable them to support service users at Cwmgelli Care on a day-to-day basis and implementation of the plans agreed. The focus of the training and intervention relies on proactive support and the prevention of challenging behaviour. We pride ourselves on knowing our service users very well and developing a positive relationship that greatly reduces the occurrence of challenging behaviour.

Service users are encouraged to be physically active and healthy, as far as their disability will allow, we encourage this by offering opportunities to be involved in an exercise or walking group, service users attend the local gym or swimming pool and to follow an individual programme of exercises provided by the physiotherapist if required. Service users are also provided with a healthy diet and encouraged to make healthier choices when in the home and also whilst out in the community as this will assist in maintaining a healthy weight. Mental and emotional health is important as this assist in the maintenance of overall well being, service users are encouraged to speak with staff about their feelings and worries which staff will then attempt to resolve with them.

Service users can be assisted to attend a local college or learning establishment for educational or more informal learning skills practice, there is also the opportunity of attending other venues with the aim of personal skill development, one example of this may be assisting in a local charity shop to practice social and interpersonal skills.

Multi Disciplinary Team (MDT) meetings are held monthly in Cwmgelli Care to review and discuss care of individual complex health needs. These meetings are attended by Consultant Psychologist, Consultant Psychiatrist, Clinical Nurse Manager, Home Manager/Deputy, SALT, Physio and Occupational Therapist, PBM Practitioner and Advanced Practitioners where involved.

Language and Communication Needs for People using our Service

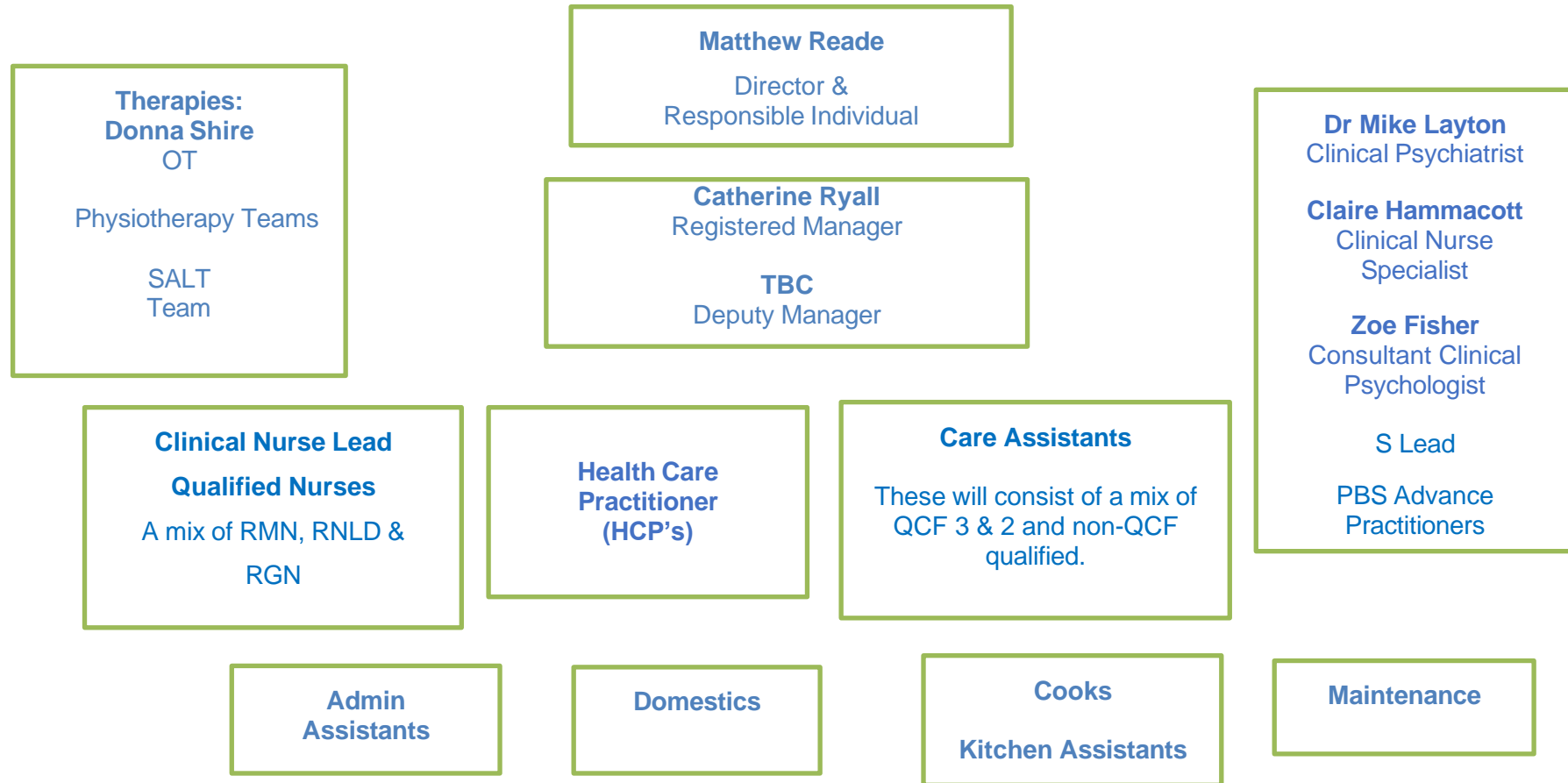
Speech and Language Therapist

Cwmgelli Care has a Speech and Language Therapist assigned to the home who visit and will assess any individuals requiring dysphagia assessments, dietary advice regarding suitable foods, assessment of risks and involvement in communication care with plans and strategies to improve communication for service users. The SALT work closely with the care assistants at Cwmgelli Care and provide staff training to achieve service users individual goals.

Cwmgelli Care has made provisions to promote the Welsh Active Offer and is able to provide this Statement of Purpose or Service User Guide in other languages if required, offering bilingual and additional languages, large print and audio visual of all documents, letters and notices, to help meet the needs of our services users, family, friends and visitors to the home.

Section 5 – Staffing

Cwmgelli Care Organisational Chart



Fieldbay (2019) Ltd Organisational Chart



Staffing Levels

Nurses and Care Staff – Cwmgelli Care

The staffing establishment detailed below is what allows Cwmgelli Care to deliver the highest quality of care and the numbers assume Cwmgelli Care (26 beds) when fully occupied.

Staffing numbers are determined for a safe and reliable service by the dependency tool and numbers may fluctuate according to the current occupancy and the level of care required (ie. Low, Medium or High). Should the numbers of staff on duty reduce for any reason, due to staff sickness or last-minute absence, we are confident through redeployment of staff from within the Fieldbay group and with the additional support from the Advanced Practitioners; we are still able to operate a safe and high-quality living environment.

The numbers below will be subject to change if service users are away from home ie. on home leave, whilst in hospital, or where 1:1 care and support is being provided at Cwmgelli Lodge.

Role	Morning	Afternoon	Night
Nurse Or one additional HCP when only one nurse on duty	2	2	1
Carer	6	6	4
Activity	1 (hours as per needs of service)		-

Specialist Staff – Through input to Cwmgelli Care

Role	Total
Occupational Therapists	1
Physiotherapists	1
Speech & language Therapist	1
Consultant Psychologist	1
Consultant Psychiatrist	1

Advanced Practitioners, Senior Nurses and Therapy Team members will also input and support on a day-to-day basis at Cwmgelli Care but are not routinely included on the 'base' staff or off duty/rota numbers, unless the staff are actively assisting with covering the off duties/rota.

Deployment of Cwmgelli Care Staff

We will deploy staff in the building in line with a risk management process on a daily basis. The skilled shift leaders in charge and managers dynamically manage this process. Fieldbay Group employ staff supplementary to the homes current staffing numbers, being a large organisation, employing over 600 staff, we utilise our relief and support staff from other areas within the group. Where staff ratio numbers reduce for any reason the Manager or person in charge is informed and assess and prioritise need.

The staff to service user ratio is dependent on the individuals care and support requirements and funded hours. The current staffing establishment is currently two nurses and five care staff by day and one nurse and two care staff by night.

Arrangements for Delegated Tasks

Cwmgelli Care is overseen and managed by an experienced and skilled Managers, Nurses and Care Staff who continually assess the needs of the service users and take into account experience, abilities and competencies of employees.

Supervision Arrangements

Staff at Cwmgelli Care receive ongoing daily supervision and support by the team leaders and managers. However, a more formal individual written supervision is carried out every twelve weeks which may encompass group supervision/individual support and SMART objectives to improve performance and knowledge. A supervision & appraisal matrix is maintained.

The Manager receives ongoing support from the Responsible Individual (RI) and Clinical Nurse Manager responsible for the site, who visits regularly. Additionally, the RI meets with the Home Managers every eight weeks for group supervision and coaching. The Manager attends four weekly manager's meetings at Chestnut House (Head Office) with all other managers from within the Fieldbay group.

Management and Staffing at Cwmgelli Care

Catherine Ryall – Registered Manager RNLD

Cwmgelli Lodge is headed by the Manager, Catherine Ryall who is responsible for monitoring the provision of care provided to our service users, the management of our people and for securing and sustaining the operational effectiveness of the home.

With twenty years' experience within the health and social care sector, Catherine is a Qualified Nurse (RNLD), successfully completing her nursing studies in 2009. She completed the Level 5 Higher Apprentice in Leadership for Health and Social Care Services (Adults Residential Management) in 2015 and has held managerial positions in both independent hospitals and residential and community services. Registered with Social Care Wales, Catherine has experience of working with clients with learning disabilities and mental health needs.

Catherine was employed by Crusader Medical Care Ltd in May 2017, in the capacity of Unit Manager. She was promoted to the post of Manager of St Saviours Nursing Home in February 2018. After six years in this post Catherine has now moved over to support the team at Cwmgelli Lodge.

TBC – Deputy Manager

Nursing Staff

Cwmgelli Care employs a range of Nursing Staff with differing skills and attributes to complement the aims and objectives of the service.

Registered Mental Health Nurses are trained and skilled in assessing and addressing the complex mental health needs of all our service users.

Registered General Nurses complement the Team by utilising their skills and knowledge of physical health needs, in addition to having experience in caring for individuals with memory loss. All our nurses are required to receive regular mandatory and additional training as identified via individual supervision sessions, annual appraisals and training needs analysis. RNLD nurses advise and oversee the care of those with a learning disability.

Health Care Practitioners (HCP)

The HCP role is that of an experienced senior support worker who has achieved a minimum level of experience and qualification (QCF3) and has received enhanced training to be able to undertake specific duties given to them by a Registered Nurse, in order to ensure continuity of safe and effective care delivery. The role has been developed as an adjunct to the Qualified Nurse, whenever there may be an insufficiency of registered nurses on any particular shift.

Advanced Practitioners

The advanced Practitioners work under the direction of the Therapy Team Manager, in addition to this, Fieldbay Group has Advanced Practitioners in Care in place.

The role of the Advanced Practitioners is to help train and support staff with Services Users Care, therapy and activities.

Care Assistants

All our care staff work under the direction of the Shift leader, be that the Manager, Nurse in Charge or the QCF 3 Senior Care Assistant of each shift. All care staff are required to work towards QCF Level 2 qualification, with some staff having obtained QCF level 3 or higher. The recruitment of staff and opportunities for training and development are on-going and an expected part of the role. As with the Nursing Staff, mandatory training and topics of interest are arranged as part of the staff training program.

Activities Co-ordinator

Cwmgelli Care has a full-time activities co-ordinator who will arrange activities both in the home and out in the community, for all service users. Examples of in-house activities include orientation with papers, bingo, arts and crafts, cooking, quizzes, gardening. Community trips may include museums, visits to any work placement or colleges, the beach, sporting events, theatre, bowling and many more. Service users are able to access the community daily either on a 1-1 basis or in small groups and the company has invested in vehicles which have been adapted for wheelchair access.

Chefs

Cwmgelli Care chefs have recognised catering qualification and are assisted by kitchen assistants and ensure well balanced and nutritious meals are being served to our service users. These menus are revised regularly to ensure we meet the needs and requirements of the service users and are overseen by our Catering Development Officer, who regularly visits Cwmgelli Care. All Chefs and Kitchen Assistants are trained in food hygiene level 2.

Administration Team

Working under the direction of the Home Manager and Administrative Manager the Administration Assistants provide an excellent support role to ensure the smooth and efficient functioning of the Care Service.

Domestic/Laundry Team

Working under the direction of the Home Manager and Housekeeping Supervisor the domestic staff undertake all cleaning and laundry duties within the Service. The Domestic staff area experienced and trained in safe equipment use, COSHH and risk assessments.

Maintenance Team

Cwmgelli Care has one full time maintenance staff, working under the direction of the Home and Facilities Managers. The maintenance team conduct all the routine Health and Safety checks, including routine fire testing and emergency lights, call bell checks, Legionella testing, general upkeep of the home and this will be overseen by the Facilities Manager for Fieldbay. Cwmgelli Care also have a groundskeeper, window cleaner and painter employed by Fieldbay, who assist the maintenance personnel and manager to ensure all areas and our gardens are well maintained.

Student Nurses, Occupational Therapy (OT) and Physical Therapy (PT) Students

Cwmgelli Care provide a Training Facility with Swansea University to train student nurses & Cardiff University for student OT and PT's. We train master students studying Psychology at Swansea University.

Support Staff

Matthew Reade – Director & Responsible Individual R.G.N

Matthew is a Registered General Nurse (since 1992) – Responsible for supporting the Home Manager or nominated deputies in professional, clinical, financial and management of all areas, to ensure the smooth running of the Home and promoting high standards of care, including quality assurance. In addition to supporting all clinical areas, Matthew will have involvement and oversight of the delivery of care packages for service users and oversight of the teaching, coaching and development of staff employed within the Home. Matthew has extensive nursing and management experiences within the independent sector over the past twenty-five years and has been a registered Responsible Individual for Fieldbay since June 2021.

Paula Lewis – Managing Director R.M.N., Dip N., BSc N., ABPI, Dip HCM. PGCE, IOSH, MA

Paula is a Registered Mental Health Nurse (since 1986) – Responsible for supporting the Home Manager or nominated deputies in professional, clinical and management areas to ensure the smooth running of the Home and promoting high standards of care. In addition to supporting all clinical areas, will have involvement in delivery of care packages for service users and in teaching, coaching and developing all staff employed within the Home. Paula is actively involved in the Health & Safety aspects of the home and in driving the 'Quality Agenda'. Paula has extensive mental health and management experience both in the NHS and independent sector, having attended numerous courses relating to the role of Senior Manager and RI. Paula has been our registered Responsible Individual for Fieldbay since 2011.

David Hammacott –Group Senior Nurse
RMN, QCF 5, BSc. IOSH, Crisis Prevention Management

Dave is the Deputy Responsible Individual and Group Senior Nurse and is a Qualified Registered Mental Health Nurse, with wide ranging experience in the NHS and Independent Sector. Dave works alongside the Managers in the group ensuring clinical standards are maintained and training and professional development is provided. Dave deputises for Paula in her absence in all managerial and clinical aspects.

Sian Hammett – Clinical Nurse Manager
RGN, IOSH

Sian is a qualified RGN and prior to working for Fieldbay was a lead nurse in the NHS covering acute medicine for over 10 years. Sian visits Cwmgelli Care to provide support to Stacey and the clinical team.

Avril Pickett – Clinical Nurse Manager
RGN, RMN, Dip N, ILM in Management, QCF 5, IOSH

Avril is a qualified RMN and RGN and has worked for Fieldbay since 2011 where she worked as the Registered Manager of Pen-Y-Bont Court, Ty Cwm Gwendraeth & Cwm Gwendraeth prior to joining the Senior Team. Avril has experience in holding various regional positions and completed her ILM in Management. Avril visits Cwmgelli Care to provide support to Stacey and the clinical team.

Dawn Ranft-John – Clinical Nurse Manager
R.G.N., QCF 5, IOSH

Dawn is a qualified Registered General Nurse (RGN). Dawn joined Fieldbay as the Registered Manger for Tan Yr Allt Lodge in August 2016. Dawn has a background in the NHS working in neuro-surgical ICU for 24 years and general ITU for 4 years. In 2010 Dawn went on to manage a nursing home for a further 6 years.

Claire Hammacott – Clinical Nurse Specialist
RMN, QCF 5, IOSH

Registered Mental Health Nurse since 1999 – Claire is experienced in all areas of Mental Health, including hospital and Independent Settings, including EMI nursing home experience caring for older and younger people with Dementia and memory loss. Claire works closely with Michael Leighton and the home managers in the Fieldbay group.

Rhian Nelson – Qualified O/T Manager
MA, BSc (Hons) Occupational Therapy MRCOT, IOSH

Rhian qualified in 1997 and has held 3 posts specialising in neurology since this time. Rhian joined our Company in 2010 and will act in a supporting and advisory role to our staff and will take an active involvement in assessment and devising programmes of care for our Service Users. Alongside her role as the OT Manager, Rhian is also a trained Manual Handler and provides training on Manual Handling to those working for the Fieldbay Group, along with other members of the OT Therapies team.

Zoe Fisher – Consultant Clinical Psychologist
BSc (Hons) in psychology, Ph.D in Neuropsychology, DClinPsy (Clinical Psychology
Doctorate). Health & Care Professionals Council (Psychology Practitioner PYL26004).

Zoe is a Clinical Psychologist with experience working in Acquired Brain Injury, Stroke, Dementia and Young Onset Dementia. She has also worked with the British Psychological Society contributing to the development of the competency framework for the UK Clinical Neuropsychology Profession. Zoe currently works in the Community Brain Injury Service in ABMU Health Board and as a Consultant Clinical Psychologist in Fieldbay. Prior to training as a clinician at University of Wales Cardiff, Zoe completed her Ph.D. in neuropsychology at the University of Wales.

Zoe recently won the ‘Researcher of the Year, 2018’ award at ABMU which recognised the contribution she has made to the development of neuro-rehabilitation services for people living with brain injury, the academic partnerships she has established with Swansea university and her contribution to research. Previous awards include: - ABMU Chairman’s Awards 2014: Finalists for ‘Working in Partnership 2014’ and ‘Putting Patients First 2014’; Allied Health Care Awards 2014: ‘Innovation and Service Development’; ABMU Chairman’s Awards 2015: ‘Working Together in Partnership’; HSJ National Awards 2015: Finalists for ‘Innovation in Specialist Services.

Mike Layton – Consultant Psychiatrist
Member of the Royal College of Psychiatrists, MA in philosophy, postgrad diploma in
Forensic Mental Health

Mike joined Fieldbay in 2013. In addition to psychiatric input into the MDT, Mike is able to act as Responsible Clinician for service users on Guardianship and Community Treatment Orders in partnership with statutory services.

Mike qualified as a doctor in 1999 and has been a Consultant Psychiatrist since 2008. His core specialty is Psychiatry of Learning Disability, and he has interests in Neuropsychiatry, Autism and the legal aspects of Psychiatry. He has worked as a consultant in both the NHS and the private sector.

Mike acts as an independent expert witness and is also a Medical Member of the First Tier Mental Health Review Tribunal. In addition to his core medical and psychiatric qualifications, Mike has an MA in philosophy and a postgraduate diploma in Forensic Mental Health.

Qualified Speech and Language Therapist (SALT)

Fieldbay employ a qualified Speech and Language Therapist (SALT) with twenty years' experience working for the NHS. The SALT has worked with adults with acquired communication and swallowing disorders, including progressive conditions and dementia. The Speech and Language Therapist is LSVT (Lee Silverman Voice Treatment) certified clinician with considerable experience in delivering this treatment.

Occupational Therapists (OT)

Occupational Therapists (OT) carry out assessments on activities of daily living to help those in our care remain as independent as possible. The Occupational Therapists work closely with the individuals, Managers and Care Staff to provide opportunities for activities and outings, which may be group or individual. Those living with us will have a goal orientated programme which is fully explained. The OTs work closely with the rest of therapy team and liaise with external providers for those who require additional specialist equipment like wheelchair service and orthotics. Cwmgelli Care has support of a Occupational Therapist twice a week to review the needs and abilities of service users activities and daily living.

Physiotherapists (PT)

Physiotherapists assess the physical abilities of those in our care and provide programmes and regimes for those who need to improve or maintain their physical abilities. They work closely with the staff team at Cwmgelli Care each week to provide training for mobility and exercises which may be group or individual.

Staff Training

We have training facilities in Swansea at Chestnut House and have a continual rolling program for staff training. This includes induction training for all new staff, and annual refresher training for existing staff. Training is on-going. Our induction training has been mapped against the new Social Care Wales Induction framework, and includes all mandatory training and desirable, such as:

- Mental Health awareness
- Learning disability awareness
- Behaviour that challenges (PBS/PBM)
- Health and Safety
 - COSHH
 - Fire safety
 - Food Hygiene
 - Medicines Management
 - First Aid
 - Manual Handling
- Customer care training and effective management of complaints
- Dementia care including person centred care via the Alzheimer's Society
- Fundamentals of care
- Neuro-rehab training by qualified O/T
- Swallowing
- Hand washing and infection control
- Safeguarding- POVA/SOVA
- Company Policies and Procedures
- Equality and diversity
- DoLS and MCA awareness
- Professional Boundaries

This training is delivered by our own in-house trainers 'face-to face' with some e-learning. There are also two dedicated training teams delivering PBS/PBM and Therapies/manual handling. These teams are made up of expert registered Practitioners or specially trained staff. Training provides staff with the opportunity during breaks or before and after sessions to raise specific issues with these trainers to ensure care is both effective and individualised.

The training now includes an emphasis upon service user defined 'well-being', person centred outcome-based care, relationship-centred care, positive risk taking, Positive Behavioural Support and equality of opportunity for the people who live with us.

In addition to Induction and refresher training we have a series of 7 Shift Leader Study Days that ensure all staff who lead on a shift are able to do so. These sessions include Incident Management, Physical Illness, Electronic Records, Difficult Communication, Managing Meetings, Health Care Law and Ethics, and Admission, Discharge and Death.

Section 6 – Facilities and Services

Rooms

Areas	Bedrooms (with En-suite facilities)	Quiet Area	Dining Area	Communal Areas		
				TV Lounge	Bathrooms (with specialist baths)	Outside Gardens
<u>Ground Floor:</u>						
Rose	11	1	1	1	1	1
<u>First Floor:</u>						
Daffodil	15	1	1	1	1	1

Cwmgelli Care comprises of 2 floors.

Rose - Situated on the ground floor. It comprises of 11 individual bedrooms some with additional kitchen facilities and all rooms have full level access showers and with en-suite facilities, communal dining and living area, specialist bathrooms with accessible baths.

Daffodil - Situated on the first floor. It comprises of 15 individual bedrooms, some with additional kitchen facilities and all rooms have full level access showers and with en-suite facilities, communal dining and living area, specialist bathrooms with accessible baths.

Bedrooms are fitted with infrared movement sensor and door contacts, which are activated should an individual risk assessment dictate. The sensors allow for unobtrusive monitoring of service users whilst in the room. Additionally, the door alarm sensor allows staff to be aware of someone entering or leaving the room.

Cwmgelli Care also accommodates:

- Staff restroom
- Laundry facilities
- Maintenance/plant room

Dining Rooms

All areas have access to communal dining rooms.

Communal Areas

As well as the communal dining and living areas on Daffodil and Rose.

Cwmgelli also has a large communal activity room which is located on the ground floor, purpose built outdoor garden areas are available and accessible for all individuals and families/visitors.

The outdoor space is located at the heart of the building creating private courtyard gardens. These include summer houses and benches, raised beds, and seating areas.

There is adequate parking for families, staff and visiting professionals at Cwmgelli Care.

Specialist Bathing Facilities

Cwmgelli Care has two communal bathrooms; both have been specially adapted for those who require extra support for personal care. The specialist baths have integrated hoists; some of the bathrooms have been extended to accommodate a shower bed and overhead hoist for those with complex physical needs. The entire shower areas, including the en-suite bathrooms, are wet rooms which allow ease of access. The downstairs communal bathroom has a ceiling track hoist which allows for access to all areas of the bathroom.

Specialist Equipment

For service users who require assistance with posture and mobility, there is a comprehensive range of specialist equipment which can be used to assist. Cwmgelli Care has wide corridors and doorways, ramped access and level thresholds which allow for ease of movement in a wheelchair and for those with mobility concerns. All our Manual Handling equipment is under a service and maintenance contract and is regularly checked and serviced in accordance with regulations. One of the downstairs bedrooms has been fitted with a ceiling track hoist which will allow for direct access into the en-suite bathroom.

Security and use of CCTV

The front door is operated on a keypad entry system and kept locked to prevent unauthorised access to the building and to ensure safety is maintained for both service users and staff. Reception staff are available to operate the entry system Monday to Friday. CCTV is in use but purely for security purposes covering external grounds and exits at Cwmgelli Care.

Access to outside space and Facilities in Cwmgelli Care

All our service users are able to enjoy and access outside gardens and spaces, alone or when accompanied by staff or families, depending on a risk assessment.

Pets

We are happy to discuss, with individuals coming into our care, requests for their pets to be brought into the home. The request will be subject to discussion with other service users and a risk assessment carried out.

Section 7 – Governance and Quality Monitoring

RI – Management of Quality, Safety and Visits to the Service

Fieldbay Governance and Quality board members meet on the 3rd Monday every 8 weeks at Chestnut House. The members of the board include the Company Director, RI, Deputy RI, Head of HR, Health & Safety Manager, Senior Nurse Managers, Occupational Therapy Manager, Clinical Psychiatrist, Clinical Psychologist and Minutes Taker.

Corporate Health and Safety Committee Meetings are held on Mondays at quarterly intervals. The Committee is attended by Company Director, RI, Deputy RI, Head of HR, Health & Safety Manager, Senior Nurse Managers, Occupational Therapy Manager and the minute taker.

Health & Safety updates form part of the Senior Management review of Cwmgelli Care at Chestnut House each week. These meetings are led by the RI and attended by Deputy RI, Head of HR, Senior Nurse Managers, Occupational Therapy Manager and Health & Safety Manager.

Health and Safety Committee Meetings are held at Cwmgelli Care and attended by Heads of Department, the Home Manager, Staff and Minute Taker. These are held quarterly.

The RI is actively involved in overseeing the services and meets once a week with the SMT to discuss any concerns, issues and areas of best practice. All Incidents & Accidents are reviewed at this meeting and action taken. The RI visits the service at least once every three weeks.

Service Users and relative quality questionnaire feedback, provide valuable feedback to continually evaluate and improve our services. This is in conjunction with staff training needs analysis and staff satisfactory questionnaires. These all add to receiving feedback on the quality of our service.

Accountability, Responsibility and Delegation

The RI has appointed a Clinical Nurse Manager for each site who feedback any issues in real time, the RI also meets the managers and deputies and to oversee all staff on frequent visits. The RI visits Cwmgelli Care at least every three weeks.

The RI meets the Health & Safety Manager weekly. Bi-Monthly Regulation 73 visits are completed by the Responsible Individual and the Senior Management Team members also undertake monthly regulated visits for the RI.

Weekly Clinical and Any Other Business (AOB) meetings take place within the home and cover the key areas in relation to the service, these being 'Regulatory, clinical, staffing, training and environmental audits'.

Service users and families are consulted annually to complete 'Service Satisfaction Questionnaire' to provide feedback on the quality on the services provided at Cwmgelli Care. The results are displayed on a notice board in the foyer; copies are also available from the Home Manager.

Service user meetings are coordinated by the Home Manager and take place every eight weeks. For service users who choose not to participate, they are consulted about their views and feedback on a variety of issues and areas, such as 'life in the Home', reviewing of policies and procedures, interviewing staff, activity planning, wants and wishes etc. The RI also meets with service users on the regular visits to gauge feedback and quality of service being provided.

Relative meetings are coordinated on a needs basis and relatives are involved in the service users' support planning meetings, if agreed by the service user.

Staff/Team Leader Meetings take place Bi-Monthly and minutes are stored and posted in the staff main office for staff to read.

Cwmgelli Care is regulated and inspected by Care Inspectorate Wales. We collate a bi-annual regulatory quality report for the Inspectorate, which is available for staff, relatives, visitors, Local Health Boards and Authorities to access.

Cwmgelli Care contracts with varying commissioners and each will have their own contracts, including quality aspects. The home is subject to reviews and audits from our commissioners.

In addition to the above, in our desire to have ongoing feedback and exceed expectations we have 'comments cards' for any visitors of our Service Users to complete. These are reviewed at weekly AOB meetings and acted upon accordingly.

Complaints

We recognise that feedback from service users, relatives and visitors to our home is an important source of information to help us improve our service. We value compliments, complaints and observations in any form.

We recognise that complaints may originate from service users, their family/ relatives and visitors to the Home, directly or through the Care Inspectorate Wales (CIW), Local Health Board or alternative Funding Authorities and care managers, either orally and/or in writing.

Each instance of complaint must be reported to the Person in Charge which will be routed to the Home Manager and RI/Director.

We do understand it isn't always possible to raise a complaint directly with the people involved in providing the Support, in that situation you are welcome to raise your complaint with the Complaints Coordinator.

You can contact the Complaints Coordinator Susan Hammacott by:

- Phone: 01792 771850/ 07889573497
- Email: Sue.hammacott@fieldbay.co.uk
- In writing: Fieldbay (2019) Ltd
Chestnut House
Tawe Business Village
Swansea
SA7 9LA

Every effort will be made to resolve the complaint and often we prefer a face-to-face meeting to allay anxiety and address concerns to provide a full response to the complainant within ten working days. Should the complaint necessitate a longer investigation, a letter stating same will be sent out within ten days.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right.

You can contact the Ombudsman by:

- Phone: 0300 790 0203
- E-mail: ask@ombudsman-wales.org.uk
- The website: www.ombudsman-wales.org.uk
- Twitter: @OmbudsmanWales
- In writing to: Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

You can also ask us for a copy of the Ombudsman's booklet, which will give you more information about his role and how you can complain.

Alternatively, to your local Authority.

Newport City Council

- You can contact the Concerns Team: (01633) 656656
- Email: Complaints@newport.gov.uk
- In writing to: The Complaints Manager
Social Services
Newport City Council,
Civic Centre,
Newport

Please note; the Care Inspectorate Wales (CIW) are unable to investigate any matter within the business and that any complaints that need to be raised should be done so in line with the Company Policy.