

## Provider Profile

### Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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 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)	Toni Scholey, Ruth Parry
	Maximum number of places	52
	Service Address	St. Davids Residential Home, 36 East Parade, Rhyl LL18 3AN

### 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 aware & encouraged to request additional training at any time. We provide in house training for 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, social media, local newspapers and regular attendance at job fairs. We pay the national living wage to care staff to aide retention and recruitment. We have formed 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.

## Service Profile

### Service Details

Name of Service	St David's Residential Home
Service Telephone Number	01745353621
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Working towards Welsh active offer

## 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?	912.64
The maximum weekly fee payable during the last financial year?	1250
If you wish to add further detail or comment regarding the scale of charges please do so below	

### Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	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 staff. The analysis of the survey results is reviewed in depth by the management team and an action plan produced. 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 and procedures

### Service Environment

How many bedrooms at the service are single rooms?	44
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	34
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	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 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. Residents are encouraged to take part in gardening activities, growing vegetables and flowers for the home. We have also invested in a sail for additional coverage/sun protection
Provide details of any other facilities to which the residents have access	Individuals have access to free Wi-Fi internet access and telephone. Physiotherapy can be arranged following the referral from a G.P. or occupational therapist A Hairdresser visits the home monthly; 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 nurseteam, who support the home and our residents. We have external entertainers to perform and host a variety of weekly activities.

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 <a href="#">guidance</a> 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>Feedback received from residents and their relatives/friends demonstrate a high level of care and support being provided from our team. Residents are offered choice and are provided with opportunities to enhance their wellbeing. Audit results provide evidence of procedural and regulatory compliance. Residents have the opportunity to take part in activities, or trips out. Care reviews are completed with residents and their families regularly. We have an in house activities coordinator and events and activities are planned on a weekly basis. Recent activities include lady's afternoon tea, cocktail/mocktail evening, cheese &amp; wine tasting and visits to a local community bakery. We have formed links with a local company who facilities intergenerational sessions with local schools We also have various performers and entertainers who visit the home on a regular basis and our events window is updated accordingly.</p> <p>We have made connections with a group named Postcards of Kindness where our residents receive postcards from around the world, and plans are in place to add the cards to a display for our residents to enjoy</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>All staff are fully trained in addition to induction in dementia awareness, dysphagia and diversity, equality and inclusion to ensure the continued high level of support and care provided. Feedback received from residents and their relatives/friends demonstrate a high level of care and support being provided from our team. Residents are offered choice and are provided with opportunities to enhance their wellbeing. Audit results provide evidence of procedural and regulatory compliance. We have oral health champions in place, and staff are continuing to receive regular support and training updates to deliver good oral health practice.</p> <p>We now have a fully trained accredited first aid trainer in house to deliver practical first aid training and we have a resus Ani for CPR and resuscitation training. An AED is also stored on site. This enables all staff to have access to full first aid training which complements our current online first aid awareness training. Our trainer also manages any de-briefs with staff following any major incidents.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents are encouraged to take part in our regular activities programme, and those that do not participate in groups are given the opportunity of 1:1 session with our Activities Coordinator, opportunities are also available for residents to engage with trips out of the home should they wish. Our residents are supported to keep in touch with their loved ones. Residents are supported to be as independent as possible enjoying a safe and healthy relationship with family and friends. Feedback received from residents and their relatives/friend's evidence that residents' feel safe, happy and protected at St David's. Residents are supported to access internal and external services. Audit results provide evidence of procedural and regulatory compliance.</p> <p>All staff are fully trained in SOVA through in house training, social care wales resources and online courses. We have a robust feedback and complaints policy in place and residents, families/friends and staff are encouraged to feedback any concerns or issues.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents have access to various communal areas to sit and relax; and are given a choice to stay in their rooms or to socialise with others in the communal areas. Care and support are provided in an environment which promotes people's sense of belonging.</p> <p>The environment is maintained to legislation and regulatory requirements, regular checks are undertaken by the maintenance team to ensure the safe use of equipment. All health and safety checks are completed and are kept up to date including water temperature checks, electrical testing, fire drills, gas testing, legionella testing, lift servicing and hoists servicing. All windows have restrictors in place to ensure safety. Residents survey responses demonstrate that their rooms are maintained regularly and kept in good, decorate order. Repairs are resolved promptly to reduce any risk to our residents and staff.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>29.75</p>
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<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.</p> <p>The information entered should relate to the period during which the staff member has been working for the provider only.</p>					
<p>Staff Type</p>	<table border="1"> <tr> <td colspan="2" data-bbox="419 2022 1441 2067"> <p>Service Manager</p> </td> </tr> <tr> <td data-bbox="419 2078 930 2134"> <p>Does your service structure include roles of this type?</p> </td> <td data-bbox="938 2078 1441 2134"> <p>Yes</p> </td> </tr> </table>	<p>Service Manager</p>		<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Service Manager</p>					
<p>Does your service structure include roles of this type?</p>	<p>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.

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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managers Induction NVQ Level 4/5 (currently workign towards) First Aid RISCA RISCA in practice

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes

Deputy 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	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.	New Deputy Manager recruited, start date 7th April 2025.
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	0
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
Is the information about contractual arrangements correct?	Yes
<p>Staff Qualifications</p>	
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
Is the information about staff qualifications correct?	Yes
<p>Other supervisory staff</p>	
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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
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 First Aid Supervision & Appraisal Employment Law
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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	2
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
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
<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	9
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOLs NVQ Level 2/3 First aid (practical) & CPR Welsh Language Awareness Dysphagia
Contractual arrangements for staff currently in post	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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)	4
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 2000/2200 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 Manager & Deputy Manager have 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

2

Is the information about staff qualifications correct?

Yes

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

16

No. of posts vacant

2

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

18

Health & Safety

18

Equality, Diversity & Human Rights

18

Infection, prevention & control

18

Manual Handling

18

Safeguarding

18

Medicine management

2

Dementia

18

Positive Behaviour Management

18

Food Hygiene

18

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

Virtual Dementia Tour  
Dysphagia  
Welsh Language Awareness

Contractual arrangements for staff currently in post	
No. of permanent staff	16
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
Is the information about contractual arrangements correct?	Yes
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)	9
No. of part-time staff (17-34 hours per week)	7
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 Manager & Deputy Manager have 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	8
No. of staff working towards the required/recommended qualification	8
Is the information about staff qualifications correct?	Yes
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	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Catering staff

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH First Aid Welsh Language Awareness Dysphagia

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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)	3
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	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

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 - oversight of all maintenance, repairs within the home Activities Coordinator - arranging and coordinating all activities for residents

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH First Aid Dementia Tour

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes