Annual Return 2022/2023

The following informati 2023.	ion relates to information CIW held a	pout this provider and its associated services on the 31st Mar	ch	
This section has been published Annual Retu		ions to complete. This information displayed will be included in	n the	
Provider name:		Caerphilly County Borough Council		
The provider was registere	ed on:	14/12/2018		
The following lists the provider conditions:	There are no imposed conditions a	ssociated to this provider		
The regulated services delivered by this provider	Ty Coed			
were:	Service Type	Care Home Service		
	Type of Care	Childrens Home		
	Approval Date	18/05/2020		
	Responsible Individual(s)	Karen Williams		
	Manager(s)	Katherine Bennett		
	Maximum number of places	2		
	Service Conditions	There are no conditions associated to this	service	
	Ty Isaf Children's Residential Home			
	Service Type	Care Home Service		
	Type of Care	Childrens Home		
	Approval Date	19/07/2021		
	Responsible Individual(s)	Karen Williams		
	Manager(s)	Joanne Williams		
	Maximum number of places	4		
	Service Conditions	There are no conditions associated to this	service	
	Home Assistance Reablement Team and Supported Living			
	Service Type	Domiciliary Support Service		
	Type of Care	None		
	Approval Date	07/02/2019		
	Responsible Individual(s)	Joanne Williams		
	Manager(s)	Linda Birt, Martin Williams, Joanne Denise	Miliken	
	Partnership Area	Gwent		
	Service Conditions	There are no conditions associated to this	service	
	Beatrice Webb			
	Service Type	Care Home Service		
	Type of Care	Adults Without Nursing		
	Approval Date	08/02/2019		
	Responsible Individual(s)	Joanne Williams		
	Manager(s)	Jacqueline Stephens		
	Maximum number of places	30		
	Service Conditions	There are no conditions associated to this	service	

Ty Iscoed	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/12/2018
Responsible Individual(s)	Joanne Williams
Manager(s)	Caroline Davies
Maximum number of places	30
Service Conditions	There are no conditions associated to this service
Brodawel	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/02/2019
Responsible Individual(s)	Joanne Williams
Manager(s)	Kirsty Low
Maximum number of places	24
Service Conditions	There are no conditions associated to this service
Castle View	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/12/2018
Responsible Individual(s)	Joanne Williams
Manager(s)	Mandy Chattaway
Maximum number of places	28
Service Conditions	There are no conditions associated to this service
Mn-y-Mynydd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/12/2018
Responsible Individual(s)	Joanne Williams
Manager(s)	Wendy Jones
Maximum number of places	26
Service Conditions	There are no conditions associated to this service
Ty Oyd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/12/2018
Responsible Individual(s)	Joanne Williams
Manager(s)	Michelle Jones
Maximum number of places	30
Service Conditions	There are no conditions associated to this service
South View	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
	-

Responsible Individual(s)	Joanne Williams
Manager(s)	Claire Lejeune
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Mont Claire	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/02/2019
Responsible Individual(s)	Joanne Williams
Manager(s)	Alison Moss
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Ty Gwilym	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/12/2018
Responsible Individual(s)	Joanne Williams
Manager(s)	Nathan James
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty Hapus	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/12/2018
Responsible Individual(s)	Joanne Williams
Manager(s)	lisa Davies
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty N	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	26/03/2019
Responsible Individual(s)	Karen Williams
Manager(s)	Anthony Arandjelovic, Jenna Hutchings
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
South Fact Welco Channel Lines Only 19	
South East Wales Shared Lives Scheme	Adult Placement Service
Service Type	Aduit Placement Service
Type of Care	
Approval Data	08/11/2019
Approval Date	loanno Williama
Approval Date Responsible Individual(s) Manager(s)	Joanne Williams Rosemary Brown, Emma jenkins

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	Care Staff completed the All Wales Induction Framework Each service complete a training needs analysis which informed the annual I workforce development plan for ALL staff which included mandat ory and non mandatory training r frequency and number of sessic ns. Training is provided either face to face or online. All staff rece ve regular supervision and an annual appraisal which are used to identify training and development needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	A recruitment campaign was undertaken last year involving produ ction of video of staff promoting their roles. Recruitment events in cluded attendance at winter fares, adverts in cinemas and public t ransport. In addition to the website, all posts were advertised on t he We Care Wales website. Flexible hours and contracts were ma de available. Mileage rate was increased for front line staff. Flexib e retirement was supported to retain experienced staff.

Service Profile

Service D	etails
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Name of Service	Beatrice Webb
Telephone Number	01495225773
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

Service Provision

How many people in total did the service provide care and 58 support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	118.04
The maximum weekly fee payable during the last financial year?	1094.43

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Beatrice Webb has regular resident's meetings that enables discu ssion and views to be shared. As a service we thrive to ensure pe ople have their voices heard and their wishes put in to practice. R esidents and their families are given opportunity to share their vie ws, concerns, and future ambitions. Personal plans and reviewing of these ensure residents views and wishes are met and that their care and support needs are still as they wish.

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
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 2 patios, 1 to the front and 1 to the side of the home tha t residents are free to and encouraged to access as they wish. W e have a polytunnel to the lower level of the grounds south facing along with 2 pergolas, one of which has a bench for people to sit on and take in their surroundings. The 1 patio has comfortable se ating and tables along with parasols surrounded by ornaments an d planted flowers overlooking the greenery of the garden and tall trees which often has lots of wildlife presence. The patio to the sid e of the home is complete with benches, a water feature and flower rs overlooking the carpark and main road heading towards blackw ood which is a real suntrap.
Provide details of any other facilities to which the residents have access	Beatrice Webb is situated right behind the town centre of Blackwo od with its own parking facilities. Close by there are a range of caf es, shops, pubs/restaurants, banks, leisure facilities, hair and bea uty salons, supermarkets, fast food takeaways, opticians, dentists , a cinema, Blackwood minors institute which holds a variety of live shows and a library. There are a number of different car parks an d a bus and taxi station. Some of these are also accessible via th e social services transporting team where we have regular access to utilise as we wish. There are also a number of churches and pl acces of worship nearby which are easily accessible for people to v isit along with nice areas of nature in the locality.

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

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	In Beatrice Webb the resident is at the centre of their care. This ensures that they have their voice heard, are given control and choices and have full involvement in how they plan to live their l ife and what support they require. With the individual having inp ut into their care and support needs they are able to make their views known, which will allow staff to support them to achieve th eir personal outcomes, and also creates opportunity for new ou toomes to be explored. Each resident has their own personal pl an catered to them with input from a number of people inclusive of the individual (social worker, keyworker, family if applicable) to o ensure the outcome for them is achieved. Before an individual I moves into Beatrice Webb, we discuss any language. commun ication needs, cultural identity and religious beliefs and these a re then recorded in the individual's personal plan to ensure app ropriate actions are taken to enable to individual to achieve the r outcomes. Feedback from individuals, relatives, health & social care profe ssionals, and staff evidences a service that respects the views, choices, and chosen outcomes of individuals using the service.
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.	Beatrice Webb supports residents with a holistic approach, ensuring their physical, emotional, social and spiritual well-being needs are being met. Well-being is a positive outcome that is meaningful for people and offers a sense of belonging and fulfilment twhich is what the team at Beatrice Webb thrive to achieve for people who live here. People's health needs are assessed and reviewed to ensure they receive the right support and care at the right time. Residents are encouraged to maintain their independence while estaff are at hand to support where needed in line with their in dividual personal plans. This could include supporting an individual to attend appointments or yearly health checks, support with administering/overseeing their medication, reporting changes in the individual's physical, mental, or emotional health. Staff work in partnership with health professionals when required to ensure health plans are put in place and followed for the well-being of the individual. Residents are encouraged to participate in day-to-day activities and explore their interests with support from staff where needed to achieve a fulfilled life.
The extent to which people feel safe and protected from abuse and neglect.	Beatrice Webb is dedicated in ensuring that residents are safe from abuse and neglect. Caerphilly County Borough Council ha s a Safeguarding policy and robust processes in place around safeguarding in line with the Wales Safeguarding Procedures, and every staff member receives training around safeguarding. This ensures staff are aware of the process if they suspect son eone is being abused or neglected. All safeguarding concerns are reported to the safeguarding team and investigated appropriately. Records are then stored in line with data protection. We sometimes work with outside agencies such as the police, socia I workers and other professionals at times abuse is suspected to o safeguard the individual. For further safeguarding of individu als staff have thorough checks such as a DBS, additional traini ng and all staff providing direct care and management are now registered with SCW.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Residents and their loved ones play an active role in ensuring that discussions are held, and they offer input into how the service is run. This is often in the form of meetings and verbal conversations following monthly newsletters being completed. During such meetings we discuss topics such as the home environment, what people wish to see going on, food menus, any building i mprovement etc, along with any other topics the residents with o discuss. This also forms how we reflect on current practice ard changes are considered in the feedback received. Residents are free to join in activities, keep active and creative or choose to spend their time in a more relaxed manner watching TV, reading, or listening to music etc. As a team we encourage people to engage in meaningful occupation to enable them to achieve their personal outcomes.

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

Number of	nosts and	staff turno	ver

24 23 The total number of full time equivalent posts at the service (as at 31 March)

Service Manager

ι	24.23

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 1	Гуре
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Does your service structure include roles of this type?

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.

Yes

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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls prevention x1 First Aid at work x 1
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety x 1 Stoma Care x 1
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 fixe	d 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
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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
not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls prevention x 1 First Aid at work x 1 Evac Chair x 1 Stoma Care x 1
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 fixe	d 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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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 spo stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 3 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 0 0 0 0 0 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 0 0 0 0 0 0 3
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 5
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 3 0 0 0 0 0 0 0 0 0 3 5 0 0 3 5 0 0 5 0 0 0 5 0 0 5 Falls prevention x 2 First Aid at work x 9 Fire safety x 9 Evac Chair x 9
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relew provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 3 0 0 0 0 0 0 0 0 0 3 5 0 0 3 5 0 0 5 0 0 0 5 0 0 5 Falls prevention x 2 First Aid at work x 9 Fire safety x 9 Evac Chair x 9
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 3 0 13 5 0 0 13 5 0 0 13 5 10 0 10 11 12 13 13 14 15 15 16 17 18 19 10 10

No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	
Outline below the number of permanent and fixe	8
	d 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)	16
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.	Typical shift patterns are 7.30-15.00 / 9.30-13.30 / 16.00-20.00 4 staff per shift 2 x waking night staff 10- 7.15 1x sleeping night staff ff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	0
	•
Domestic staff	1
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	0
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
	0
Manual Handling	3
Manual Handling Safeguarding	
5	0
Safeguarding	0 0
Safeguarding Medicine management	
Safeguarding Medicine management Dementia	0
Safeguarding Medicine management Dementia Positive Behaviour Management	0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 1 First aid at work x 4 Fire Safety x 5
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 1 First aid at work x 4 Fire Safety x 5

No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixe	d 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)	13
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 3
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 First aid at work x 1 First aid at work x 3
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 First aid at work x 1 First aid at work x 3
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 1 First aid at work x 1 Fire safety x 3 Evac Chair x 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 First aid at work x 1 Fire safety x 3 Evac Chair x 1 8

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per w
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications o. of staff who have the required qualification	8
No. of staff working toward required/recommended gualification	0

Service Profile

Name of Service	Brodawel
Telephone Number	02920852552
What is/are the main language(s) through which your service is	English Medium

Service Provision

People Supported

How many people in total did the service provide care and 70 support to during the last financial year?	How many people in total did the service provide care and support to during the last financial year?	70
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Fees Charged

The minimum weekly fee payable during the last financial year?	114.18	
The maximum weekly fee payable during the last financial year?	1094.43	

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents and families' meetings are held quarterly and provide a n opportunity for discussions to take place regarding any change s at the home, upcoming events and planning trips/shows, menus, and people's ideas/opinions are gathered. Monthly coffee mornings are also an opportunity for residents and their loved ones to catch up with management and staff and lots o f discussions take place regarding the service. Quarterly newsletters and monthly event schedules are also provi ded and on display in the houses and in the front foyer to outline any changes/plans in the months ahead. Residents are involved i n planning the events and activities listed in the newsletter. Management have an open door policy and engage and interact with residents and visitors on a daily basis. Mealtimes are very so cial on all 3 houses with management and staff engaging and inte racting with residents.
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Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Brodawel has an extensive, beautifully maintained garden with lar ge patio area, with access gained directly from Woodland View lo unge and Garden View conservatory. The gardens have raised pl anters and various seating areas. There are also handrails aroun d the garden to ensure accessibility is maintained. The garden ar ea is also undergoing work at the moment to increase the footpat hs into the greenery with access leading to a bandstand that is be ing completed. The gardens provide beautiful scenery and a quiet space for peo ple to use at their leisure with a variety of flowers and trees, solar lights, gazebo and ornaments. There is also a bench outside the main entrance that can be used by residents to sit and have fresh air. There are car parking facilities to the right-hand side of the main entrance.
Provide details of any other facilities to which the residents have access	Brodawel has many lounges and dining areas that can be used b y all residents. There is also a conservatory in Garden View, a se nsory room in Sunny View and lots of outside space. We have a car park to the right-hand side of the home which is ful ly accessible. Brodawel is located in a quiet residential area on the outskirts of Caerphilly. Locally there is Energlyn train station with services run ning to the wider community. There is also a bus stop at the end o f the road in which Brodawel is situated that has regular bus servi ces to access Caerphilly town centre and the wider community. Ne arby is Morgan Jones' Park and there is a newsagent at the botto m of the road. Residents are supported by staff to access the local shops and c afes in Caerphilly town centre which also has many Churches and places of worship.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro-	ovision 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.	Person centred, positive care is imperative in providing quality care to people. In order to do this, we actively encourage the p erson to be fully involved from the outset and this starts during i nitial assessment visits to capture what is important, their likes and dislikes and their goals. This information is then recorded a nd formulated into a personal plan. This personal plan then giv es an overview of the person's goals and what is important to th em/their support needs and preferences. Family/loved one's engagement and involvement in the assess ment process is also important. Family member/next of kin for e ach person are kept up to date with any changes/concerns reg arding their loved one. This is on a daily basis when someone h as been unwell. Family/next of kin are kept updated of any input t from professionals including GP/dentist/social worker/mental h ealth team. Engagement with social worker to carry out reviews – the indivi dual's input has been paramount along with their family and sta ff feedback. Religious needs have been met with local church service every other Sunday. Any religious requirements have been met on an individual basis with specific Church minister visiting. The Management team speak with people living at Brodawel every day and also meet with resident's and families during organi sed/planned meetings. During these meetings various topics ar e discussed including the menu, events planned, staffing chang es, sharing ideas and opportunities available. Monthly coffee mornings take place whereby resident/staff an d visitors have a general catch up and chat about any events pl anned/how their day is going etc. The Keyworker system is in place to ensure each resident has an assigned member of staff to take that extra special interest a nd build a strong relationship with. The keyworker system works effectively, and each keyworker is responsible for monitoring/re viewing the resident's file. The keyworker engages with resident when monitoring file to effectively capture resident's tho
	being met and how this could be achieved or any improvements that could be made.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Everyone living at Brodawel is encouraged to be as active an occupied as they would like to be and their physical, psycholo cal health and well-being is at the centre of all support provide.
	All individuals are registered with a local GP and assessed each day if they appear unwell. Residents have been supported to see GP/nurse as required. All residents are supported to take heir medication as prescribed by trained staff. Each individua as a personal plan reflecting their needs regarding medication and healthcare. Menus have been reviewed to develop a mor varied menu in line with the preferences of the residents. This menu is now tailored to the current likes of the residents, and fers a varied choice, along with themed days. Meals are home ooked using fresh vegetables and salads. Fruit, drinks and sr cks are readily available in all lounges. Meals on the menu ar also healthy and balanced. We order a variety of brown and vite bread, semi skimmed and whole milk, to offer choice and vied nutrition dependent on the person. Individuals with medica conditions such as diabetes are encouraged to make choices hich are more suitable for their health needs. Residents have been noticeably happier seeing their friends of relatives without the restriction of the pod for visits and face masks. Residents have been able to go out with family for day rips and enjoying time together face to face in all areas of the owid-19 vaccination programme and the Spring 2023 booster cheduled for April 2023. Flu vaccinations were planned and facilitated with local GP su eries in September 2022. All staff at Brodawel encourage each person to be involved in he day to day running of the home including laundry and clear ng, baking and gardening. We ensure each resident is able to complete any activities that are of interest to them and provid support as required. This is discussed with the person and th family as an ongoing process with specific plans created calle. 'How I like to spend my time'. This plan is reviewed every mon
The extent to which people feel safe and protected from abuse and neglect.	by the keyworker. Brodawel management and staff team are committed to ensu g each person feels safe, happy and protected. All staff atter safeguarding and mandatory training. New members of staff complete a 6-month induction.
	DBS certificates and renewals are in place for all staff member. Brodawel adheres to the Caerphilly County Borough Council feguarding policy and procedures. Safeguarding concerns ar reported to the safeguarding team via duty to report referral f ms. We liaise with health professionals and the police if concerns around a person's safety or wellbeing are evident. We also encourage and support residents, families and visitors to rais any concerns in line with our complaints process and ensure ey feel supported and reassured that all concerns are taken a riously.
	Social Care Wales registration for all care workers in our serve e has been completed in order to ensure workers are compe- nt, qualified and skilled within their role. Staff are reviewed re larly for competence in all areas, in form of supervision, obse ations and feedback, medication and manual handling compe- ncy assessments. Staff follow and adhere to risk assessments in place to minim
	risks specific to each resident as required. Staff monitor health of individuals every day and report any c cerns to the GP. All falls are investigated, and risk assessments/my plans upda ed as required. Staff are encouraged to report any concerns around the care ell-being of individuals. Staff have access to the whistleblowin palicy and an open door approach with managere
	policy and an open-door approach with managers. Individuals all have plans in place around their finances, refle ng who manages their money. Individuals' money is stored in e main safe at Brodawel which is accessed by clerical and ma agement staff only. This is kept up to date with running docur nts containing transaction logs and receipts to ensure safe ke ping of individual finances.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Brodawel provides three separate households in order to offer a variety of environments for individuals living at the home. This is determined on assessment, however, is monitored when a pe rson resides at the home. In the event that a person is not satis fied, or their wellbeing would benefit from living in a different ar ea of the home, this is always considered. The team at Brodaw el actively encourage residents to take an active role in the day to day running of the home through meaningful occupation suc h as cleaning baskets, baking, helping with laundry. People living at Brodawel are involved with decoration within th e communal spaces and their personal living areas. On moving in, individuals are encouraged to bring in items of importance to them and are supported to fit shelving, photo frames etc. in ord er to maintain a personal feel of their rooms. Residents are also encouraged to participate with handmade d ecorations, whether for permanent use or for themed periods – i.e., Christmas decorations, cards, bunting etc. These are often evidenced by photographs taken at the home of the individuals getting involved. Individuals are encouraged to have their room like a "home fro m home" with photographs, blankets, or sentimental items and decorated to their preference. We encourage each person living at Brodawel to take an active part in the decision making process such as colour of curtains, patterns of wallpaper, colour of bedroom door, menu changes, events planning to ensure we are providing the service to the b est standard in line with each individual's support needs and pr eferences. Brodawel is a home and this is evident in the relaxe d, homely atmosphere where people are supported, encourage d, comforted and feel safe and loved.
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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 29.48 31 March)

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

 Staff Type
 Service Manager

 Does your service structure include roles of this type?
 Yes

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

 Filled and vacant posts

 No. of staff in post
 1

 No. of posts vacant
 0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid GDPR Financial regulations Fire training
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Deputy service manager Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	

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'.

not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training GDPR
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
5,	0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	
staff	
Staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 1 0 0 0
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate specifies	d term contact staff by hours worked per week. 1 0 0 0 1 Yes
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate specifies	d term contact staff by hours worked per week. 1 0 0 0 1 Yes cifically to this role type only. Unless otherwise
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 Ves cifically to this role type only. Unless otherwise

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'.

nduction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training GDPR Financial Regulations
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	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	1 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	1 0 0 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	1 0 0 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this	1 0 0 1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type?	1 0 0 1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this	1 0 0 0 1 1 No No
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type?	1 0 0 0 1 1 No No

Yes
cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
21
3
ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
5
26
0
0
19
16
8
10
0
2
Falls x 11 fire safety x 20 First Aid x18
21
3
0
0
17
d term contact staff by hours worked per week.
19
4
1
staff
Our care staff work on a 2 week rolling rota comp ing of morning and afternoon shifts working 7.5 h r shifts with a 30 minute unpaid break. There are 6 staff on each shift during daytime ho s. Morning shift times are 7am – 2.30pm or 7.15am 2.45pm. Afternoon shifts times are 2.30pm – 10pm or 2.45 m – 10.15pm. We also have 4 night staff each night who work o a 2 week rolling rota working 9.5 hour shifts start

Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21		
No. of staff working towards the required/recommended qualification	0		
Domestic staff			
Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Filled and vacant posts			
No. of staff in post	14		
No. of posts vacant	0		
	I		
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	1		
Equality, Diversity & Human Rights	0		
Infection, prevention & control	0		
Manual Handling	1		
Safeguarding	0		
Medicine management	0		
Dementia	0		
Positive Behaviour Management	0		
Food Hygiene			
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training 1 First Aid 1		
Contractual Arrangements			
No. of permanent staff	14		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		
No. of Non-guaranteed hours contract (zero hours) staff	0		
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)	14		
No. of part-time staff (16 hours or under per week)	0		
No. of part-time stall (10 hours of under per week)	Staff Qualifications		

Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	Yes
type? Important: All questions in this section relate spe	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	
	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training 1 First aid 1
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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

	ervice structure include any additional ther than those already listed?	No
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Service Details

Name of Service	Castle View
Telephone Number	02920852554

	02920052554
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

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	31

Fees Charged

The minimum weekly fee payable during the last financial year?	126.60
The maximum weekly fee payable during the last financial year?	1094.43

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Event schedules and quarterly newsletters are available for resid ents and visitors. Residents are involved in planning the events a nd in planning trips out. Management have an open door policy a nd engage and interact with the residents and visitors on a daily b asis. Residents are actively involved in decisions including furnitur e choices, décor of rooms and communal areas. We actively enco urage everyone to be involved in discussions regarding any chan ges within the home. We ensure residents are involved in menu pl anning/changes and implement any changes such as lunch optio ns, desserts etc.Management spend time with residents and their families individually to discuss plans for the home to get their feed back and opinions. We value each person's views and ideas and always implement changes with these in mind.

Service Environment

How many bedrooms at the service are single rooms?	27
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4

How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	At Castle View we have extensive grounds around the home, Gar dens can be accessed through a range of rooms which include m ain lounge, dining room, conservatory or off downstairs hallway. We have 3 patio areas where there is patio furniture for people to sit. All our grounds are accessible for people in wheelchairs. We have 2 large gardens shed where people can carry out garden ning activities such as potting plants, growing seeds etc. Throughout the grounds there are benches for people to sit and enjoy the garden, We have a wrap around grounds with walkways around the ground suitable for people in wheelchairs and for peo- ple with mobility issues. At the front of the home there is car parking facilities with spaces or or up to 10 cars to park
Provide details of any other facilities to which the residents have access	At Castle View we have a additional lounge where people can sit and meet with their families, within this room there are tea and co fee making facilities. Castle View is located in a residential area which is a five-minute walk from the town centre with its own car parks, within the town c entre there is a bus, train station and taxi rank Local amenities include a variety of shops, cafes, banks, leisure f acilities, opticians, a library, hairdressers/barbers and beauty sale ns. There are two large supermarkets within a short distance of the h ome. There are many churches within Caerphilly offering religious serv ces to all faiths.

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

E.

The Responsible Individual must prepare the statement of compliance.

CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual's personal plans are reviewed every month or s ooner if there is a change in the individual's needs, this is comp leted by their Keyworker. My plans are reviewed/audited by the management team during staff supervisions. Risk assessments are reviewed monthly. Any changes to the plans or risk assess ments are made as required with the person and their relative. When the personal plan is reviewed any risk assessments are also reviewed. Engagement during assessment of individuals, what is importan t, likes, dislikes this is then written into an initial personal plan th at gives an overview of the person's goals and what is importan t to them. Family engagement during initial assessment and on going contact/discussions. Families invited into the home to cel ebrate Birthdays and to join in when we have concerts. Engage ment with social worker to carry out reviews. Engagement with medical professionals and services – ensuring the person is inv olved and supported. Religious needs have been met with the I ocal minister. Each keyworker is responsible for auditing and m onitoring files and having discussions with the individual to revi ew outcomes and how these have been met. Also, the keywork er discusses what could be improved upon, changes made for t he person in line with their preferences. Management has regul ar general discussion amongst people who live at Castle view a nd the staff team – to plan and organise events, menu changes n, welcome new people etc. To be involved with any changes in t he home, such as changing décor/furniture within the home such h as bedrooms, lounges. Management open door policy – ever yone is welcome to have discussions with the management tea m at any time regarding any queries/concerns/feedback. Individ uals have been listened to, included and have had a say in the services we provide and have been included in everything we d o at Castle view. Individuals are able to contribute to decisions f hat affect their daily life and actively encouraged to do so. Peo ple are en
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.	We have ensured that people's health needs have been assess sed and reviewed to ensure they have received the right support rt and care at the right time. Castle View encourages people to be involved in their chosen activities. This is discussed in person nal plans. We completed pilot scheme with Sports to give people e the opportunity to take part in different sports activities, this w as enjoyed by all. Vaccination programme – discussions were held with all individuals regarding the vaccine and side effects et c. People continue to be supported with their decisions around having booster vaccinations when they become due. All resider ts have received Flu vaccines. Individuals are consulted on me nus and participate in changes to accommodate likes/dislikes e c. Cooks have ongoing discussions with individuals to ensure the e dining experience is enjoyable and the meal options are enjoy yed. Individuals have been at the centre of their health care, in cluding changes to medications, referrals to other services suc h as physiotherapy. Staff actively encouraged people to talk ab out how they were feeling and any concerns/worries they had; what made them feel happy and safe etc. Relatives were kept i nvolved and up to date with any changes/GP call outs etc. Farr lies are encouraged to come and join in birthday celebrations. Positive feedback and discussions with social workers, commur ity nurses, GP surgery, St David's nurses and other profession als. People have been supported to maintain contact with their amily. People are supported with home deliveries of newspaper s and to purchase online items such as magazines. People are supported to continue to access local facilities, accessed the lo cal town centre and local eating places in their supported living facility, we have ensured that this has been maintained at Cast e View. Individuals have been supported to choose healthy me als and snacks, including fresh fruit and vegetables, and partici pated in menu planning and any menu changes. Alternative me al options

The extent to which people feel safe and protected from abuse and neglect.	All staff complete safeguarding training during induction then s afeguarding training when dates are available. We have compl eted in-house discussions/training with staff regarding safeguar ding to ensure their knowledge and understanding is up to date . All Management have received updated training on Safeguard ing via Teams. DBS certificates and renewals for all staff team i n place. All care staff are registered with Social Care Wales. Lo ts of positive feedback received from residents, families and visit tors. Trust in our team to look after their loved one. Open communication ensuring families are kept up to date and involved i n their loved one's care, especially during a time when they hav en't been able to visit. No concerns raised from any healthcare professionals. Positive feedback from GP's and social workers. We have ensured that people who work at Castle view have ke pt people safe from abuse and neglect. We have ensured that i ndividuals have confidence in the staff team because they are t rained, competent, skilled and work to the Code of Professional Practice for social care. Staff continue to be alert and respond t o signs of significant deterioration in a person's health and well – being or that someone maybe unhappy or maybe at risk of ha m and have responded accordingly. Individuals would be supported to make a complaint. Individuals would be supported to make a complaint and listened to. Staff have the right to raise a concern/make a complaint/whistleblowing. The y would also be supported throughout this procedure and would be given the relevant policies and information. Staff continue to speak and listen to individuals in a way that is courteous and respectful to them, in a person centred approach. Individuals are supported to manage their money and personal affairs with st aff following financial guidelines. Staff and the management tea m have had training inline with Data Protection and GDPR Reg ulations. Information is only given/ shared on a need to know b asis and in a confidential m
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	ecure and for staff access only. We actively involve people, who call Castle view home, to be a part of any changes to the home, including new furniture for lou nges, choosing wallpaper, paint colours, decorating their bedro om etc. People continue to be treated with dignity, respect and to be listened to and involved. We encourage people to remain as independent as possible an d to maintain family relationships. We have supported individual s to maintain contact with their loved ones via technology. Discussion have taken place around activities, what people wou ld like to do with their time, their likes and dislikes etc. Finding o ut what makes someone happy and how we can ensure they ar e happy at Castle view. Staff training is monitored and kept up t o date. Staffing levels are maintained. Buildings are well maintai ned (RAMIS is kept up to date). Facilities have been informed of any urgent repairs required. Bedrooms and communal areas have been updated where needed. All equipment monitored an

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	25.83
31 March)	

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.

Service Manager	
Does your service structure include roles of this ype?	Yes
Important: All questions in this section relate sp stated, the information added should be the po	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial ye Set out the number of staff who undertook rele provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'.	vant training. The list of training catego ay have been undertaken. Any training
nduction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
nfection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR 1 Digital Learning 1
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) taff	0
Outline below the number of permanent and fix	ed term contact staff by hours worked
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	
	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories	
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR 1 Catheter Care 1	
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 fixe	d 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	

Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories	
Induction	1	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral care 1 Catheter Care 1 First Aid 1	
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 fixe	d 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 social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	

Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this type?	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	18		
No. of posts vacant	1		
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.			
Induction	6		
Health & Safety	21		
Equality, Diversity & Human Rights	0		
Infection, prevention & control	5		
Manual Handling	18		
Safeguarding	16		
Medicine management	18		
Dementia	0		
Positive Behaviour Management	0		
Food Hygiene	5		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls x 7 Oral Care x 12 catheter x 8 First Aid x 4		
Contractual Arrangements			
No. of permanent staff	15		
No. of Fixed term contracted staff	1		
No. of volunteers	0		
No. of Agency/Bank staff	0		
	2		
No. of Non-guaranteed hours contract (zero hours) staff			
	d term contact staff by hours worked per week.		
staff	d term contact staff by hours worked per week.		
Outline below the number of permanent and fixe			

Typical shift patterns in operation for employed staff		
Typical shift patterns in operation for employed staff		
Staff work on a 3 week rota comprising of AM and P M shifts of 7.5 hrs with a 30 minute break, Staff typi cally work two weekends out of three. Shift times ar e 5 x AM starting from 7am to 7.30am and finishing 2.30pm to 3pm, 5 x Afternoon shifts start from 2.30 to 2.45pm and finish at 10pm to 10.15pm 3 x Night staff work on a two week rota having ever y other weekend off, their hours are from 10pm to 7 .30 am which is a 9.5hr shift. Senior care workers providing direct care. (0)		
Staff Qualifications		
15		
0		
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		
10		
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'.		
3		
0		
0		
1		
0		
0		
0		
0		
0		
0		
First Aid x 1		
9		
9		
1		
1		

Outline below the number of permanent and fixed	d 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)	9			
No. of part-time staff (16 hours or under per week)	1			
Staff Qualifications				
No. of staff who have the required qualification	10			
No. of staff working toward required/recommended qualification	0			
Catering staff				
Does your service structure include roles of this type?	Yes			
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.				
Filled and vacant posts				
No. of staff in post	3			
No. of posts vacant	0			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may	ant training. The list of training categories y have been undertaken. Any training not listed			
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0			
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4			
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0			
Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0 0 0			
Training undertaken during the last financial year Set out the number of staff who undertook relevate provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0 4 0 0 0			
Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 1 0 4 0 0 4 0 0 0 0 0 3			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional trant not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 1 0 4 0 0 4 0 0 0 0 0 3			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 1 0 4 0 0 0 0 3 First Aid x 1			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0 0 3 First Aid x 1			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0 0 0 0 3 First Aid x 1			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of volunteers	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0 0 3 First Aid x 1			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 4 0 0 3 First Aid x 1			
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 4 0 1 0 1 0 4 0 0 0 0 3 First Aid x 1 4 1 0 0 0 0 0 0 0 0 0 0 0 0 0			

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service Home Assistance R	eablement Team and Supported Living
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Telephone Number	01443873565
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

Service Provision

People Supported		
	How many people in total did the service provide care and support to during the last financial year?	923

Fees Charged

The minimum hourly rate payable during the last financial year?	0.00
The maximum hourly rate payable during the last financial year?	100.00

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5

|--|--|

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Personal plans reviewed regularly highlighting peoples choices and goals. Questionnaires submitted yearly. Regular contact from Monitoring Officers (Line Managers) 7 day and quarterly provider reviews of services with individuals Personal choices included in personal Plans Providing Care and support in a person centered way Joint reviews with assessment care management yearly Yearly satisfaction surveys
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.	People are supported to attend annual health checks and receive medication reviews. Medication Administration Contact for District Nurses or GP if and when required support to have nutritional meals. People being supported on their holidays or short breaks of choice to maintain well-being and relaxation.
The extent to which people feel safe and protected from abuse and neglect.	Care and support staff receive Safeguarding training. Managers and senior Staff received Advanced level 3 safe gua rding training. All support staff have enhanced DBS checks. Managers and monitoring officers on call system, where suppor t and advice available 24hrs. Line managers have an open professional relationship where in dividuals feel safe to discuss any issues when undertaking revi ews or practice monitoring visits. All staff are practice monitored in individuals homes, to ensure t he care and support is provided safely in line with regulations.

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

The total number of full time equivalent posts at the service (as at 135.41 31 March)

Service Manager

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

Does your service structure include roles of this Yes type?

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

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

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

-	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR ADSS Practice Bubble
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff

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

0

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 Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR - 1 mental Health - 1 Emotional intelligence for managers - 1 Social care practice bubble - 1 Spot the signs - 1
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 fixe	d 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

Wales as a Service Manager	
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate sp stated, the information added should be the po	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial yea
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	3
Training undertaken during the last financial ye Set out the number of staff who undertook rele provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Single Handed care MCA GDPR Complex care
Contractual Arrangements	
No. of permanent staff	10
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 fix	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	10
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	10
No. of staff working towards the	0

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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	288
No. of posts vacant	46
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	80
Health & Safety	55
Equality, Diversity & Human Rights	23
Manual Handling	166
Safeguarding	70
Dementia	4
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety 24 Epilepsy - 8 MCA - 8 Pressure Care - 5 Stroke - 3 GDPR - 27 First Aid - 16 Huntington's - 2 Substance Misuse - 1 Alcohol Abuse Infection Control Arthritis Diabetes Mental Capacity Confidentiality Anxiety COVID - 19 Bipolar Disorder Assessing needs
Contractual Arrangements	1
No. of permanent staff	265
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0
staff	28
staff	
Staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.

Staff Qualifications	
No. of staff who have the required qualification t be registered with Social Care Wales as a socia care worker	io 254 I
No. of staff working towards the required/recommended qualification	44
Other types of staff	
Does your service structure include any addition	nal No

Service Details

Name of Service	Min-y-Mynydd
Telephone Number	01685840595
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

Service Provision

How many people in total did the service provide care and support to during the last financial year?	24

Fees Charged

The minimum weekly fee payable during the last financial year?	113.25	
The maximum weekly fee payable during the last financial year?	1094.43	

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents' daily records reflect how the resident has spent their d ay and how it is their choice to do so. Staff record the moments th at have been enjoyed, we have open lines of communication with the people who live at Min-y-Mynydd according to their dementia j ourney. Kitchen staff visit the houses daily for feedback about the meals, all comments are taken on board and acted upon.

	_
How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Min-y-Mynydd has two designated secure courtyards, these can be e accessed by the residents at any time with support. The largest of the courtyard has a fixed structure Pergola, residents can enjo y an al fresco meal. Min-y-Mynydd has large open outside spaces , there is an area at the front entrance where table and chairs are provided. Families take advantage of this space when visiting to e njoy with their relative. At the rear of the building there is a Polytu nnel, all residents who live at Min-y-Mynydd can access this with s upport to enjoy planting seeds and tending to the garden. This ar ea also has seating for the residents where they can watch the bin ds using the many bird feeders.
Provide details of any other facilities to which the residents have access	We promote residents accessing the community, local pubs, shop s, bowling alleys, parks, garden centres regularly. We work with th e transport team to be able to visit these facilities, staff also supp ort with their own transport with daily errands to the local shop or he GP surgery etc.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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 <u>guidance</u> 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.	In Min-y- Mynydd every resident has a strong voice and are inv olved in planning how their care and support needs are met an d reviewed. Staff encourage the individual to have a say when compiling their personal plans, where they are able, they will sig n. Staff will spend quality time with the person to effectively liste n and validate their wishes within the personal plans. Where th e individual person is not able to input their wishes, Keyworkers encourage family members to have an input where the individu al is unable. The personal plans will encourage the person to li ve out their daily lives. The individual person is given choice wit h all aspects of daily living this can be mealtimes, time to get up or go to bed, what area of the home they want to spend time in. This can be communal or private/quiet time.
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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.	In Min-y- Mynydd every resident has a strong voice and are inv olved in planning how their care and support needs are met an d reviewed. Staff encourage the individual to have a say when compiling their personal plans, where they are able, they will sig n. Staff will spend quality time with the person to effectively liste n and validate their wishes within the personal plans. Where th e individual person is not able to input their wishes, Keyworkers encourage family members to have an input where the individu al is unable. The personal plans will encourage the person to li ve out their daily lives. The individual person is given choice wit h all aspects of daily living this can be mealtimes, time to get up or go to bed, what area of the home they want to spend time in. This can be communal or private/quiet time.
The extent to which people feel safe and protected from abuse and neglect.	People feel safe and protected at Min-y-Mynydd knowing that t here are staff present day and night. There are many things in place to safeguard the individual: Risk Assessment Equipment maintenance Falls reports and investigations. Hygiene and cleaning schedules Food Hygiene and safety Finance and auditing PEEPS Fire Roll Call Weekly Fire tests/Fire drills for all staff All staff are trained in SOVA, they work with CCBC Safeguardin g Policy about any concern – abuse, neglect of any kind, discri mination. Staff at Min-y-Mynydd have access to the policy at all times, sta ff are provided with a copy of the policy when they commence t heir employment. Staff abide within the Code of Conduct Policy this is also provided when they commence their employment.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Min y Mynydd is a safe and secure building which has key code d locks that only staff have access to. All individuals are involve d with the décor at Min-y-Mynydd. When there is change, colou r charts are shown to the individuals for communal areas, and t hey have a choice of how they want their personal bedrooms d ecorated. Families and individuals are encouraged to bring in t heir own personal belongings to make their surrounding familiar to them and give them a sense of belonging. At Min-y-Mynydd we have lots of areas that have multiple use, for private and qui et time, for potting seeds and plants. Individuals have the use o f 3 toilets on Primrose and Daffodil House with both a shower a nd bath, Bluebell House has 2 toilets a bath and shower. Toilet s are accessible and within a short walking distance for the indi vidual.

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 30.03 31 March)

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

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 liste can be added to 'Please outline any additional training undertaken pertinent for this role which not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Training x 1
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
	Yes

stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vegent pasts		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional train not outlined above'.	ant training. The list of training categories / have been undertaken. Any training not listed	
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	1	
Medicine management	0	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety	
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	d 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	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spec	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fie safety x 1
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 fixe	d 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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No

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 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	5	
Health & Safety	29	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	30	
Safeguarding	28	
Medicine management	15	
Dementia	28	
Positive Behaviour Management	0	
Food Hygiene	6	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety x 24	
Contractual Arrangements		
No. of permanent staff	17	
No. of Fixed term contracted staff	4	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	6	
Outline below the number of permanent and fixed	d 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)	21	
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.	All social care staff providing direct care at Min-y-M ynydd work a pattern of days and afternoons on a r olling 2-week rota, they have every other weekend off. No member of staff works more than four conse cutive days, the shift is 7.5 hrs per shift. Night care social staff work on a 2-week rota also, working 3 ni ghts and 4 nights – 9.5 hrs per shift. They work thr ee consecutive nights in a row. Day shift: 7.00 am to 2.30 pm. Afternoon shift: 2.30 pm to 10.00 pm Night shift: 10.00 pm to 7.15 am. 6 care shift per day and afternoon shift 4-night care workers per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	5
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	14
No. of posts vacant	2
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	0
Manual Handling	0
Safeguarding	0
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.	Fire Safety x 4
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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)	14	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	3	
No. of staff working toward required/recommended qualification	0	
Catering staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	4	
No. of posts vacant	0	
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'.		
Health & Safety	4	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia	4	
Positive Behaviour Management	0	
Food Hygiene	6	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety x 4	
Contractual Arrangements		
No. of permanent staff	4	
	4 0	
No. of permanent staff		
No. of permanent staff No. of Fixed term contracted staff	0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0	

Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Olive Lange (al. 11	•
Other types of staff	-
Does your service structure include any additional role types other than those already listed?	No

lame of Service	Mont Claire		
elephone Number	01495220248		

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	44
Fees Charged	

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	100.00

Complaints		
0		
0		
0		
0		
0		

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In the last financial year regular letters have been sent out to fami lies to update regarding the situation of COVID. Booking letters were sent out every three months encouraging gu ests to access the service as restrictions were started to lift or ha d been lifted. Letters were sent out introducing the new manager of Ty Gwilym. Regular phone calls to families to enquire how their health and we llbeing was currently. When individuals accessed the service, management and staff wo
	uld speak with the family, enquiring how they have coped, asking i f there was anything further we could provide to them, and also e nsuring their mental health were ok. Management were in regular contact with care manager ensuring the care packages were reviewed.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	To the rear of the property there is a large decked and patio seati ng area with an area of grass
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

have choice about their care and support, and opportunities are made available to them.	Individuals who access Mont Claire are offered the opportunity t o participate in an after stay questionnaire, where they can vie w their opinions to staff regarding their stay. A pre-stay is completed before the individual accesses the serv ice to ensure nothing has changed such as likes , dislikes. Medi cation , allergies etc. Guests are always offered choices in regards to their meals, St aff offer these in a method the guest best understand . Guests will be shown choices, asked to choose for themselves, and ask ed also to participate in preparing the meal of their choice. Guests are encouraged also to share their interests, each wee k staff support guests to a community group every Thursday if t hey wish to attend. During the activity group the guests have th e option to participate in several activities such as bingo, game

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.	A pre-stay is completed before the individual accesses the serv ice to ensure nothing has changed such as likes , dislikes. Medi cation , allergies etc. Guests are always offered choices in rega rds to their meals, Staff offer these in a method the guest best understand . Guests will be shown choices, asked to choose for themselves, and asked also to participate in preparing the meal of their choice.
The extent to which people feel safe and protected from abuse and neglect.	On the pre stay form staff ask if there are any marks or bruising , they should be aware of. On the day of arriving guests' skin is checked with their permission for any marks or bruising also. T his is then documented on a body chart. If the bruising is visible on the face, hands, arms staff will always ask how it occurred. If this can be explained they will document it on the body chart, if i t can not be explained this is then passed to the manager and t hey will then inform safeguarding and social services. When guests access respite services their money is booked in on their personal sheets. This is checked , balanced and recor ded each shift. This is then recorded in the daily communicatio n book.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Guests who access Montclaire are encouraged to utilise their s kills by helping with prepare their meals, make desserts with sta ff, complete domestics and laundry, complete sensory activities such as arts and crafts. These are recorded through the use of daily recordings and we also capture these through pictures.

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	8.80
31 March)	

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.

f Type	Service Manager		
	Does your service structure include roles of type?	of this Yes	
		relate specifically to this role type only. Unless otherwis e the position as of the 31st March of the last financial	
	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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
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	t 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	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
type? Important: All questions in this section relate spec	
type? Important: All questions in this section relate spec	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spectrated, the information added should be the position	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spectrates stated, the information added should be the position Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectstated, the information added should be the posit Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectstated, the information added should be the posit Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectstated, the information added should be the positive Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional training the last financial year	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectstated, the information added should be the position of Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type? Important: All questions in this section relate spectstated, the information added should be the positive of the positi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is

Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
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
Outline below the number of permanent and fixe	d 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	1
Other supervisory staff	•
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.

No. of staff in post	11
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	11
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
Contractual Arrangements	
No. of permanent staff	11
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	9
Outline below the number of permanent and fixe	d 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)	11
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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 in montclaire include 7am until 3pm, 3pm until 10am , 10pm until 7am and 7am until 10 m shifts
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	2
Domestic staff	

Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Name of Service	South East Wales Shared Lives Scheme
Telephone Number	01443864784
What is/are the main language(s) through which your service is provided?	English Medium

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	449

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All stakeholders are consulted as part on the annual quality of car e review. Feedback is sought at carer meetings, events and pers onal plan reviews.

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	Yes	
British Sign Language (BSL)	Yes	
Other	No	

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Personal plans are co-produced and reviewed with individuals and their representatives. Each individual's choices and person al outcomes are central to their personal plan.
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.	The scheme supports individuals to be as physically, mentally a nd emotionally healthy as possible. The service has a strong fo cus on helping individuals to achieve the best possible outcome s.
The extent to which people feel safe and protected from abuse and neglect.	The scheme is committed to ensuring that all individuals living i n or using Shared Lives are safe and protected from abuse an d neglect.
	All staff employed at the service and all Shared Lives carers att end safeguarding training and have been provided with the pro cess to follow if they have safeguarding concerns.

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)

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 type?	of this Yes
		relate specifically to this role type only. Unless otherwise be the position as of the 31st March of the last financial year.
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	provided is only a sample of the trainin	nancial year for this role type. took relevant training. The list of training categories ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is

Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	2	
Manual Handling	0	
Safeguarding	2	
Dementia	2	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health First Aid, Liberty of Protection Safeg uards GDPR	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours)	0	
staff	- -	
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 Service Manager	2	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	5	
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	0	
Equality, Diversity & Human Rights	0	
Manual Handling	0	
manual hanuling	С	

Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Control and Coercion training Mental Health First Aid GDPR
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	1
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	I 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)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to	5
be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0 Yes
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this	Yes cifically to this role type only. Unless otherwise
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional training the tage.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 2 2
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spec stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 2 2 0
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 2 2 0 0 0
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 15 2 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 2 2 0 0 15

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Control and Coercion GDPR	
Contractual Arrangements		
No. of permanent staff	13	
No. of Fixed term contracted staff	2	
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)	15	
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	12	
No. of staff working towards the required/recommended qualification	1	
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?	No	
Other types of staff		
Does your service structure include any additional	Yes	
role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	Business Manager Responsible for all running busi ness matters relating to the Scheme Administrative Officer Responsible for the day to da y management of the Administration Team 3x Clerical Assistants Responsible for daily clerical support to the Scheme	
Filled and vacant posts		
No. of staff in post	5	
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	0	
Equality, Diversity & Human Rights	0	
Manual Handling	0	
Safeguarding	2	

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Handling Inanimate objects Understanding Anxiety Time Management GDPR
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	5
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	5
No. of staff working toward required/recommended qualification	0

Name of Service	South View	
Telephone Number	01443862024	
What is/are the main language(s) through which your service is provided?	English Medium	
Other languages used in the provision of the service	British Sign Language	

Service Provision

How many people in total did the service provide care and 2 support to during the last financial year?	
ees Charried	
The minimum weekly fee payable during the last financial year? 70.60	

Complaints	
What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident consultation Access to independent advocate Care management reviews and consultation Allocated keyworkers Family and representatives informed about changes Joint partnership working RI visits

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents have access to a self contained garden at the rear of t he property Front garden Garage Local community
Provide details of any other facilities to which the residents have access	Internal and external activities Daily living skills equipment Local amenities Local bus and train service and routes

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Clear information is provided about their care and support and how to achieve their personal outcomes Opportunities made available to individuals of their own choosin g and the steps taken to support positive risk taking Views, wishes and feelings are explored to meet their personal preferences Inclusion of any planning of activities, holidays, days out Where anybody has hearing impairment we use BSL, and is co mmunicated too in this preferred way Support with visual aids to support any specific communication needs and ensure an accurate outcome for the individuals Attendance at care and support/personal planning reviews and plans are co-produced with the individual Support individuals to have the opportunity to do things that ar e important to them
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.	Individuals are supported in the planning process to meet their well-being, personal preferences, any self-care opportunities, s elf-medicating, Individuals are listened too and given the opportunity to expres s their wishes, aspirations, religious and cultural beliefs. Individuals have the opportunity to maintain family links, friends, community presence Risks are managed to maintain well-being and allow individuals to explore their wishes and achieve a greater life experiences Supporting individuals to be active, which will support good heal th and well-being Supporting individuals to have well balanced healthy eating Support to manage individuals and any cognitive impairment, s ensory impairment, continence, hygiene and oral care
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding policies and procedures are in place Individuals are given information how to raise a concern Staff are trained to level 2 in Safeguarding, are aware of their r esponsibilities, and know how to raise a concern Work is undertaken with other professionals to ensure risk is as sessed and managed Records are completed and securely managed The outcome of any investigation is communicated back to the i ndividual
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Accommodation is assessed to meet the need of the individual Consideration is given for the individual to have easy access to the local community and employment and leisure facilities Engagement and on-going discussions are held with the individ ual regarding suitable furnishings, own space, cleanliness, kee ping free of hazards, visitors and they can understand about th e importance of maintenance and repairs Consider and assess for any specialist equipment, aids and ad aptations.

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)

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

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	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Contractual Arrangements No. of permanent staff	1	
No. of permanent staff	1 0	
No. of permanent staff No. of Fixed term contracted staff		
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week)	0 0 0 0 0 0 ed term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 0 0 ed term contact staff by hours worked per week. 1	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0 0 0 0 c term contact staff by hours worked per week. 1 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 0 0 0 c term contact staff by hours worked per week. 1 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 0 0 0 0 0 0 0 1 0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of full-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 0 0 0 0 0 0 1 0 0 0 1 1 1 1	

Does your service structure include roles of this type?	No		
Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this type?	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 spe stated, the information added should be the pos	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts			
No. of staff in post	7		
No. of posts vacant	0		
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional the not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is		
Induction	7		
Health & Safety	7		
Equality, Diversity & Human Rights	0		
Infection, prevention & control	7		
Manual Handling	7		
Safeguarding	7		
Medicine management	7		
Dementia	7		
Positive Behaviour Management	0		
Food Hygiene	7		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety PBM Theory Skin Integrity Mental Capacity Infection Control BSL Makaton Financial		
Contractual Arrangements			
No. of permanent staff	7		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		

No. of Non-guaranteed hours contract (zero hours) staff	1	
Outline below the number of permanent and fixe	d 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)	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.	7am -3pm 3pm - 10pm 10pm - 7am	
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	0	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional	No	

Service Details

Name of Service	Ty Clyd
Telephone Number	01443875553
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57	

Fees	Charged
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The minimum weekly fee payable during the last financial year?	117.93
The maximum weekly fee payable during the last financial year?	837.81

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Ty Clyd holds residents, family and visitors meetings where comm unication on how services are delivered is explored and agreed. T y Clyd has placed around the home feedback books that enables individuals families and relatives the opportunity to share their vie ws, concerns and aspirations. Conversations are held with reside nts alongside the completion of personal plans and reviews to ens ure that residents wishes are implemented and that this is how the y still wish to receive care and support. Ty Clyd are also active in supporting individuals and families and relatives to complete surv eys on how they feel care and support is delivered

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	We have 3 patio areas which are located outside each lounge, th ese are accessible via patio doors. A quad area is located in the middle of the building which is accessible to residents. In this area we have comfortable outside seating with tables and umbrellas, a water feature and raised flower planters which are well-maintained , with a variety of plants and flowers that are arranged in a pleasin g manner, this is encouraged as a place to relax. There are areas available for gardening and planting . There is also solar lighting and wall decorations for people to enjoy. A path runs around the building so that residents can stroll at their leisure. We have benc hes situated along the path where residents can sit and take in th e views of the valley.
Provide details of any other facilities to which the residents have access	Ty Clyd is located on the outskirts of Bargoed Town with its own c ar park and situated in a quiet area of the community. Ty Clyd is within a short distance to the town and on a local bus route. Local amenities include a variety of shops, cafes, banks, leisure facilitie s, opticians, a library, hair and beauty salons and a supermarket. The town has many car parking facilities and also good transport I inks to the wider area, these include a local train station. There is also a taxi rank within the train station. There are many Churches and places of worship in the local area to cater for all religions.

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.	Person centred care is about working together with the resident s. In Ty Clyd every individual has a strong voice, control, and fu II involvement in planning for how their care and support needs are met and reviewed. Opportunities are sought in consultation with each individual according to their personal preferences an d chosen outcomes. Every resident has a personal plan which i s co-produced with the individual, a key worker, the individual's care manager, and the individual's family member. The person al plan sets out the actions required to meet the individual's wel I-being, care and support needs, and how the individual's wel I-being, care and support needs, and how the individual's to be supported to achieve their personal outcomes. Individuals are supported to be involved in all decision making and to contr ibute to all aspects of their wellbeing and enjoyment of life Indivi duals have the opportunity to meet with health professional to d iscuss their wishes. Every individual's language and communica tion needs are discussed and the actions and outcomes from th e discussion are recorded in the individual's personal plan (whe re relevant). Feedback from individuals, relatives, health & soci al care professionals, and staff evidences a service that respec ts the views, choices, and chosen outcomes of individuals using the service. Individuals are able to contribute to all decisions th at affect their daily life and actively encouraged to do so.
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.	Ty Clyd supports residents to be as physically, mentally and em otionally healthy as possible. People's health needs are assess ed and reviewed to ensure they receive the right support and c are at the right time. Residents are encouraged to be as physic ally, mentally and emotionally healthy as possible by staff provi ding the support that is required in each resident's personal pla n. This could include supporting an individual to access primary health services, attending appointments or annual health check s, supporting an individual with their medication, reporting chan ges in the individual's physical, mental, or emotional health. He alth professional could advise providing a healthy and balance d diet or supporting a resident to exercise regularly. Care assist ants work in partnership with the resident and health/mental he alth professionals when required to work towards any health pla ns that are put in place. Ty Clyd encourages individuals to be i nvolved in their chosen activities, hobbies or interests and the s upport they would like to have to engage in them. This is discus sed with the individual during their personal plan meeting recor ded in their personal plan. The service promotes individuals to have control over everyday life including how their care and support is provided. Residents are supported to be as independent as possible with their finan ces, medication, and relationships. The service supports each i ndividual to maintain their linguistic and cultural identity and reli gious beliefs. The service supports individuals to maintain famil y and personal relationships, recognising the value and wellbei ng benefits for individuals who contribute to and enjoy safe and healthy relationships.

The extent to which people feel safe and protected from abuse and neglect.	Ty Clyd is committed to ensuring that all individuals are safe an d protected from abuse and neglect. All staff attend safeguardi ng training and have been provided with the process to follow if they have safeguarding concerns. The service adheres to the Caerphilly County Borough Council safeguarding policy and pr ocedures and the Wales Safeguarding Procedures. Safeguardi ng concerns are reported to the safeguarding team, and record s of all safeguarding referrals and outcomes are maintained. W e work with outside agencies such as health professionals and t he police if concerns around a person's safety or wellbeing are evident. We also encourage and support people living at Ty Cly d, families and visitors to raise any concerns in line with our complaints process and assure all individuals that all concerns wo uld be taken seriously, and support provided during the proces s. All staff have a DBS. They are trained in mandatory safeguar ding, medication and first aid. All care and management staff ar e now all registered with SCW.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People are included in discussions about the way the service is provided, and their suggestions, feedback and concerns are co nsidered. As a team at Ty Clyd we promote a homely environm ent where people are supported to be actively involved in day-t o-day activities and decisions in relation to their home. We hold regular meetings with the people who live her and meetings wit h families exploring how we can make changes to suit all individ uals' requests. During these meetings we discuss a variety of to pics including staff changes, welcoming new people to the hom e, and environmental changes. Food menus are important and discussed, also any additional topics that people wish to discus s will be added to the agenda. We discuss upcoming events an d activities, day trips, and any queries or concerns. We have ac cess to the local authority transport and have accessed a privat e company in the past to ensure people access local amenities and places of interest. People are encouraged and supported t o be occupied and take part in all activities in the home, includi ng baking, cooking, laundry, cleaning, gardening, and any othe r activity they wish to partake in.

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	20.08
31 March)	

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls training 1 Fire Safety 1
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)	0
staff Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	1
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	1
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	1 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1 0 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1 0 0 1
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1 0 0 1
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	1 0 0 1 1 1 1 1 Yes
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	1 0 0 1 0 Yes cifically to this role type only. Unless otherwise
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Deputy service manager Important: All questions in this section relate spe stated, the information added should be the position	1 0 0 1 0 Yes cifically to this role type only. Unless otherwise

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'.

hot outlined above .		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	0	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls 1 Fire Safety 1	
Contractual Arrangements		
No. of permanent staff	1	
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 Outline below the number of permanent and fixed	0 d term contact staff by hours worked per week.	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.	
Staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 1 0 0 0	
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe	d term contact staff by hours worked per week. 1 0 0 0 1 Yes	
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe	d term contact staff by hours worked per week. 1 0 0 0 1 Yes cifically to this role type only. Unless otherwise	
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position	d term contact staff by hours worked per week. 1 0 0 0 1 Yes cifically to this role type only. Unless otherwise	

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'.

	0
Health & Safety	1
Equality, Diversity & Human Rights	0
nfection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls 1 Fire Safety 1
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	0 0 1
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	0 0 1
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this	0 0 1 0 0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type?	0 0 1 0 0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this	0 0 1 1 No
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type?	0 0 1 1 No

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	21	
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	21	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	21	
Manual Handling	13	
Safeguarding	0	
Medicine management	15	
Dementia	3	
Positive Behaviour Management	0	
Food Hygiene	9	
Please outline any additional training undertaken pertinent to this role which is not outlined above. Falls 11 Fire Safety 16 Contractual Arrangements		
No. of permanent staff	14	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	7	
Outline below the number of permanent and fixe	d 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)	11	
No. of part-time staff (16 hours or under per week)	3	
Typical shift patterns in operation for employed s	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.	3x 7.15-13:00, +14:45-22:30 1x 08:00-14:00 1x 15:00-21:00 2x 22:30- 07:30	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18	
No. of staff working towards the required/recommended qualification	4	

Filled and vacant posts Vo. of staff in post Vo. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'. nduction Health & Safety Equality, Diversity & Human Rights nfection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	tion as of the 31st March of the last financial year. 13 1 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 6 0 6 3 0
stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights nfection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	tion as of the 31st March of the last financial year. 13 1 r for this role type. Int training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 6 0 6 3 0
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Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	r for this role type. The list of training categories thave been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 6 0 6 3 0 0 0 0 0 0 0 0 0 0 0 0 0
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Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	6 3 0 0 0 0 0 0
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Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 0 0 0 0
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Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0
Food Hygiene Please outline any additional training undertaken	0
Please outline any additional training undertaken	
	Fire Orfets 0
	Fire Safety 3
Contractual Arrangements	
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	1
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)	7
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not list
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety 3
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
	0
No. of Agency/Bank staff	
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0
No. of Non-guaranteed hours contract (zero hours)	
No. of Non-guaranteed hours contract (zero hours) staff	
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week
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No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per weel
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No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	d term contact staff by hours worked per week 0 2 0 2

Service Details

Name of Service	Ty Coed

Telephone Number	01495246564
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1

Fees Charged

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	0.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular visits are made to the home by the RI and an Independen t Reviewing Officer.
	A NYAS advocate visits Ty Coed monthly. Young people are invited to attend their 6 weekly meetings and C LA reviews with the social worker and key worker.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a front and back garden for play and space to enjo y the outdoors, the home has a drive for easy access to the home , where the house car is parked.

Provide details of any other facilities to which the residents have access	At Ty Coed, we follow the Safer Food, Better Business food safety management procedures and regulations. This includes recording fridge and freezer temperatures three times a day, recording the t emperatures of cooked meat and completing a food hygiene diary twice a day to ensure that high levels of food hygiene are maintai ned. In addition to this, we also complete regular cleaning schedul es. All staff complete the Level 2 food hygiene certificate from the Chartered Institute of Environmental Health within their first few we eks of employment. We are registered as a food business with our local authority but we have not been inspected in the last financial year. Following o ur last inspection, we received a food hygiene rating of 5.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

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.

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.	Ty Coed place a lot of value on person centred care and listeni ng to the voice of the child. As well as regular key-working sessi ons, the young person has weekly house meetings with the staf f where they are given the opportunity to decide on weekly activ ities, food for the week and anything else that is of importance t o them. The staff team work very closely with the MyST resident ial team and our young person's Lead Therapeutic Practitioner has weekly sessions with the young person whereby they are pl aced at the very centre of their care. They have ample opportu nity to express their views on care, current feelings and emotio ns as well as the progress is made. Systems meetings are held on a monthly basis to discuss and review the placement and ho w we can further support their well-being and development. The young person is quite forthcoming in expressing their views, wh ether this be through behaviour or voice, and Ty Coed are alwa ys guided by this in adjusting their future plans and care as nec essary. The young person also has access to an advocate alth ough they do not currently wish to make use of this. They are r eminded none-the-less prior to each CLA review.
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.	The young person has an up-to-date personal plan whereby th eir physical, emotional, social, leisure, health, education and ris k taking needs are considered. This includes placement outco mes so that we can best support them to reach their full potenti al in all these important areas. In the monthly systems meetings , we also discuss how we are meeting their needs and any furth er support that is needed. This multi-agency working keeps the young person at the forefront of their care and ensures that the ir well-being is a priority. This young person is in a single-bedd ed placement, they have a whole team around them that is com pletely focused on them and their needs and ensuring that they are happy and reaching their full potential. They also have the addition of MyST who are also very invested in the care and fut ure.

The extent to which people feel safe and protected from abuse and neglect.	The young person is aware of how to make a complaint but has not done so since moving in to Ty Coed. They also have regula r visits from their social worker and MyST workers and attends f ull time school so they are surrounded by professionals who ar e there to support if needed. As a staff team, we are very awar e that the boundaries and routines at Ty Coed make our young person feel safe and secure and therefore we are very consiste nt in our approach.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Our young person in Ty Coed has been protected to ensure th at their well-being is supported and it has enabled us to facilitat e a bespoke plan of progression. This has included having fami ly members stay overnight at Ty Coed on a few occasions to su pport them both in developing their relationship and in meeting both of their needs. This would not have been possible if the yo ung had been living elsewhere and demonstrates how we are a ble to be flexible and adapt our practice and care accordingly. Any move on plan will be carefully considered to ensure that ou r young person's well-being is at the centre of any future decisi ons.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	12
31 March)	

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager		
	Does your service structure include roles of this type?	Yes	
	Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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	0	
	Health & Safety	0	
	Equality, Diversity & Human Rights	0	
	Infection, prevention & control	0	
	Manual Handling	0	

Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
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
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
	•
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	

Otherine shift	
Catering staff	1
Does your service structure include roles of this type?	No
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.	Support worker
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
Contractual Arrangements	
No. of permanent staff	13
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
staff	
Staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week. 9 4
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week. 9 4

Service Profile

rice Details	
Name of Service	Ty Gwilym
	02920868398
Telephone Number	02920000390
Telephone Number What is/are the main language(s) through which your service is provided?	English Medium

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	33

Fees Charged

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	100.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In the last financial year regular letters have been sent out to fami lies to update regarding the situation of COVID. Booking letters were sent out every three months encouraging gu ests to access the service as restrictions were started to lift or ha d been lifted. Letters were sent out introducing the new manager of Ty Gwilym. Regular phone calls to families to enquire how their health and we Ilbeing was currently. When individuals accessed the service, management and staff wo uld speak with the family, enquiring how they have coped, asking i f there was anything further we could provide to them, and also e nsuring their mental health were ok. Management were in regular contact with care manager ensuring the care packages were reviewed.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1

How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	To the rear of the property there is a decked area where guests c an access.
Provide details of any other facilities to which the residents have access	Guests have access to all communal areas of the home and their bedroom they occupy during their stay.

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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.	Individuals who access Ty Gwilym are offered the opportunity to participate in an after stay questionnaire, where they can view t heir opinions to staff regarding their stay. A pre-stay is completed before the individual accesses the serv ice to ensure nothing has changed such as likes , dislikes. Medi cation , allergies etc. Guests are always offered choices in regards to their meals, St aff offer these in a method the guest best understand . Guests will be shown choices, asked to choose for themselves, and ask ed also to participate in preparing the meal of their choice. Guests are encouraged also to share their interests, each wee k staff support guests to a community group every Tuesday if t hey wish to attend. During the activity group the guests have th e option to participate in several activities such as bingo, game s and catch up with friends
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.	A pre-stay is completed before the individual accesses the serv ice to ensure nothing has changed such as likes , dislikes. Medi cation , allergies etc.On the pre stay form staff ask if there are any marks or bruising, they should be aware of.
The extent to which people feel safe and protected from abuse and neglect.	On the day of arriving guests' skin is checked with their permiss ion for any marks or bruising also. This is then documented on a body chart. If the bruising is visible on the face, hands, arms staff will always ask how it occurred. If this can be explained the y will document it on the body chart, if it can not be explained th is is then passed to the manager and they will then inform safe guarding and social services. When guests access respite servi ces their money is booked in on their personal sheets. This is c hecked, balanced and recorded each shift. This is then record ed in the daily communication book.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Guests who access Ty Gwilym are encouraged to utilise their s kills by helping with prepare their meals, make desserts with sta ff, complete domestics and laundry, complete sensory activities such as arts and crafts. These are recorded through the use of daily recordings, Person centered tool recordings and we also capture these through pictures.

	Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)		7.79

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.

	1	
ре	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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 Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
	Induction	1
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	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

No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours of more 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		
No. of staff working toward required/recommende qualification to be registered with Social Care Wales as a Service Manager	d 1	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that	levant training. The list of training categories may have been undertaken. Any training not listed	
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that	year for this role type. levant training. The list of training categories	
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that can be added to 'Please outline any additionan not outlined above'.	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed	
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Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that i can be added to 'Please outline any additiona not outlined above'.	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 1 0	
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Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that i can be added to 'Please outline any additiona not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 1 1 0 0 0	
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Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that i can be added to 'Please outline any additionan not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 1 1 0 0 0 0 0 0 0 0	
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that can be added to 'Please outline any additionan not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	
Training undertaken during the last financial y Set out the number of staff who undertook rel provided is only a sample of the training that is can be added to 'Please outline any additionan not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	
Set out the number of staff who undertook rel provided is only a sample of the training that can be added to 'Please outline any additiona	year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	
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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	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	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.		
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
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Filled and vacant posts	tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed	
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Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
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	3
Outline below the number of permanent and fixe	d 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)	8
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 patterns in Ty Gwilym include 7am until 3 pm until 10am , 10pm until 7am and 7am until shifts. These shifts can change subject to the s of the service.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Catering staff Does your service structure include roles of this type?	No
Does your service structure include roles of this	No

Service Profile

Service Details		
Name of Service	Ty Hapus	
Telephone Number	01495228839	
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
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Service Provision

People Supported		
How many people in total did the service provide care and support to during the last financial year?	22	

Fees Charged

The minimum weekly fee payable during the last financial year?	0.00	
The maximum weekly fee payable during the last financial year?	0.00	

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Pre- Stay After-Stay Booking information Care and support plan reviews Personal Planning Parent meetings Telephone and written communication

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
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	Split level Garden area Ground floor play area
Provide details of any other facilities to which the residents have access	Sensory Room Wifi Gaming equipment Televisions Toys, Games, ipads

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS) Yes Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH) Yes	
British Sign Language (BSL)	No

Other	Yes
List 'Other' forms of non-verbal communication used	Picture Boards, Story Boards

Statement of	Compliance
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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Pre-stay contact Opportunity for children or representatives to take part in after stay questionnaire Choices of meals, activities and wishes and desires Enhancing daily living skills, cooking, baking and housekeeping Fears and desires listened too
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.	Children are supported to meet their educational needs Children have the opportunity to share activities with others Medication management Epilepsy management Homework development opportunity
The extent to which people feel safe and protected from abuse and neglect.	Registration with Social Care Wales for all managers and staff Data Barring Service checks for all staff Safeguarding individuals for financial exploitation Skin Integrity/body checks for marks & bruising/visual check of clothes, belongings Supporting the emotional needs of children/young people All staff trained in Safeguarding procedures and processes
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Supported to meet their daily living skills needs Therapeutic interventions with Arts, Crafts and activities of their choice Health and beauty sessions Sensory stimulation Outdoor stimulation/play/swimming Waterplay/trampolining/ games of choice/technology assisted g ames

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)

Service Manager

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.

Yes

Staff Type

Does your service structure include roles of this	
type?	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
nduction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
	0
	0
Positive Behaviour Management Food Hygiene	1
pertinent to this role which is not outlined above.	Fire Marshall Buccal VNS Epilepsy GDPR Infection Control Wheelchair passenger restraint COSSH TEECH ADHD Autism
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 fixe	d 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

Does your service structure include roles of this	Yes
ype?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Fire Marshall Infection Control Enteral Feeding Buccal VNS Epilepsy GDPR Financial Infection Control COSSH Diabetes Wheelchair Passenger Restraint Reporting and Recording ADHD Autism
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 fixe	d term contact staff by hours worked per week.
	1
No. of full-time staff (35 hours or more per week)	
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0

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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
	·
Other social care workers providing direct care	
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 14 0 ar for this role type. ant training. The list of training categories
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	actifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 14 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 7 9 0
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Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 14 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 7 9 0 5 14 14 14

	Fire Marshall Enteral Feeding Equality, Diversity and Human Rights Epilepsy GDPR Infection Control Wheelchair Passenger Restraint COSSH Reporting and Recording ADHD Autism Awareness TEECH
Contractual Arrangements	
No. of permanent staff	13
No. of permanent staff 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	1
Outline below the number of permanent and fix	ed 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)	9
No. of part-time staff (16 hours or under per week)	4
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.	7am - 9.30am 7am - 3pm 10am-3pm 3pm - 10pm 10pm - 7am
Staff Qualifications	
No. of staff who have the required qualification to	7
	7
No. of staff who have the required qualification to be registered with Social Care Wales as a social	7 7 7
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	7
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	7
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	7 No

Service Profile

Service Details

Name of Service	Ty Isaf Children's Residential Home	

Telephone Number	01443811491
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

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	7

Fees Charged

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	0.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	 All children in our care have access to an independent advocate f rom NYAS. All young people are aware of the complaints procedure which is documented in the children's guide to the home. All young people have the opportunity to speak to the Independe nt Reviewing Officer who visits the home on a 3 monthly basis. All young people are encouraged to attend their CLA reviews and m onthly systems meetings. All young people have an allocated soci al worker who visit them at Ty Isaf as part of statutory requirement s and more if required.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ty lsaf has large grounds surrounding the home which provides s pace for the young people. There are plans to develop therapeuti c areas to the grounds, and will include an allotment, a green hou se and areas for play. The home has a lovely patio area which all ows space for garden furniture, BBQ and an outdoor pool in the s ummer.

Provide details of any other facilities to which the residents have access	The home has plenty of space for parking for staff and visitors an d the house vehicle.
	The home also accommodates an independent living annex for ou r young people to transition to at an appropriate age to assist in t heir move on plans to independence.

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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

	1
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.	At Ty Isaf there are currently four young people in placement c ared for by staff who value person centred care and listening to the voice of the child. One of the young people is not currently residing at the home, undergoing an assessment of their longer term care needs. Their bedroom remains at the home, and Ty I saf staff participate in weekly outreach support and are in regul ar communication with them. There are two weekly reviews to re flect on the progress of the young person and encourage multi agency continuity.
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.	As well as regular key-working sessions, the young people hav e weekly house meetings with the staff where they are given th e opportunity to decide on weekly activities, food for the week a nd anything else that is of importance to them. This is an oppor tunity for them to have voice and control and to express feeling s, wishes and views of the home and care receive. A recent you ng persons meeting noted a thank you from them for the provisi on of new items to support comfort and development. These ite ms included, individual weighted blankets, a trampoline which is well used, a running machine, exercise balls, new mattresses a nd a games console for them to share. The staff team work with the support of the MyST residential te am. The MyST team demonstrate flexibility within their support t o the home, and have increased this in times of crisis. This incl udes them providing an on call support when necessary to incr ease support to the team often dealing with dysregulation in yo ung people outside of MyST standard working hours. Young pe ople will receive direct work and therapeutic support from the L ead Therapeutic Practitioner and young persons worker. This c an include weekly sessions within the home itself, in the MyST o ffice, or out in the community. Young people, their families and t he professional network around them have the opportunity to e xpress their views on the care we provide during monthly syste ms meetings. This meeting is when we review the placement, w hat's going well, any worries and difficulties and conclude with a n action plan of next steps. Our young people have access to a NYAS advocate. There is a monthly drop in visit from current ad vocate whom the young people all know and often spend time t alking to her when she visits.

The extent to which people feel safe and protected from abuse and neglect.	Each young person has an up-to-date personal plan whereby a Il physical, emotional, social, leisure, health, education, and risk -taking needs are considered. This includes placement outcom es so that we can best support them to reach their full potential in all these areas. In the monthly system's meetings, we also dis cuss how we are meeting the needs of the children and asses it any further support that is needed.
	All the staff at Ty Isaf receive a full induction within their first six months of employment. This includes a corporate induction with local authority polices and information, an overview of the struc- ure of the service and key stake holder, internal overview and or emonstration of the running of the home, as the All Wales Induc- tion framework. During this period they will have the opportunity to spend time within the other homes and experience feeling part of a wider team. During this period, staff will receive a 3 mont h probationary review, monthly supervisions and opportunities for one to ones with the manager on request. Staff will be requir ed to compete mandatory training within this time period and will I receive access to the online social care training hub within the r first month of employment. Following this, they will participate in n a six-month probationary review and will be enrolled into the QCF Level 3 in Health and Social Care, children and young pe ople. ongoing training will be provided to support them to under take their role.
	Safeguarding remains a priority within our home and any comp omise to safety is actioned and reported. To maintain safeguar ding, before staff are responsible for shift leading within the ho me, they have to demonstrate their competence through our in ernal shift lead framework. Every day will include at least one q ualified, or suitably experienced staff member on shift, which is supported by a senior or manager Monday to Friday and a dail y two tier on call provision. As previously mentioned, MyST pro- ide a third tier of therapeutic support when needed. Our young people are aware of the complaint's procedure. NYA
	S, is contactable and physically present within the home at leas t one day per month.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Our four young people have varied care plans, individual to ea ch of their needs.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	23
31 March)	

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	13
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PACE Attachment and trauma informed practice
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
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.	Support worker
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	13
· · · · · · · · · · · · · · · · · · ·	

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 fixe	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	9

Service Profile

Name of Service	Ty Iscoed
Telephone Number	01495243189
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40	
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Fees Charged

The minimum weekly fee payable during the last financial year?	91.60	
The maximum weekly fee payable during the last financial year?	1094.43	

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? Ty lscoed has regular resident's meetings that enables discussion and views to be shared. As a service we thrive to ensure people h ave their voices heard and their wishes put in to practice. Residen ts and their families are given opportunity to share their views, co ncerns, and future ambitions. Personal plans and reviewing of the se ensure residents views and wishes are met and that their care and support needs are still as they wish.

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	We have a garden are in the front of the home with seating and of ten themed displays family members support us to keep this area looking lovely with lots of colour . We have a large garden which w raps around the home, residents can access this directly via patio doors downstairs. This area is used for garden projects competio n, outside events al fresco dining etc. External solar lights are als o in place for visual stimulation. The grounds are very well maintai ned lawns cut regularly. Residents are actively encouraged to spe nd time in the gardens with staff and visitors. We still have a visito rs pod in the car park which can be used if needed for visitors .
Provide details of any other facilities to which the residents have access	Ty lscoed is situated right behind the town centre of Newbridge wit h its own parking facilities. Close by there are a range of cafes, sh ops, pubs/restaurants, banks, leisure facilities, hair and beauty sa lons, supermarkets, fast food takeaways, The Newbridge Memo h as been restored and offers variety of live shows tea dances etc. we are also very close to the train station for visitors and trips We have access to a mini bus to enable residents to access wider par ts of their community or go on day trips of their choice .

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro-	ovision 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.

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.	Person centred, positive care is imperative in providing quality care to people. In order to do this, we actively encourage the p erson to be fully involved from the outset and this starts during nitial assessment visits to capture what matters to them their lik es and dislikes and their goals. This information is then recorded d and formulated into a personal plan Family/friends engagem ent and involvement in the assessment process is also importa nt. Family member/next of kin for each person are kept up to da te with any changes/concerns regarding their loved one. This is on a daily basis when someone has been unwell. Family/next or kin are kept updated of any input from professionals including GP/dentist/social worker/mental health team. Engagement with social worker to carry out reviews the individual's input has bee n paramount along with their family and staff feedback Any rel gious requirements have been met on an individual basis with specific Church minister visiting. The Management team speak v ith people living at Ty lscoed every day and also meet with resi dent's and families during organised/planned and unplanned m eetings. During these meetings various topics are discussed in cluding the menu, events planned, staffing changes, sharing id eas and opportunities available. The Keyworker system is in pla ce to ensure each resident has an assigned member of staff to take that extra special interest and build a strong relationship w th. The keyworker system works effectively, and each keyworker is responsible for monitoring/reviewing the resident's file. The keyworker engages with resident when monitoring file to effectively capture resident's thoughts/feelings/if their outcomes have been met on a monthly basis. They also discuss and review if t here are any outcomes that aren't being met and how this coul d be achieved or any improvements that could be made.Manage ement have an open door policy and encourage everyone to have open and honest discussions at any time regarding any qu eries/concerns/fe
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.	The service supports residents to be as physically, mentally, ard d emotionally healthy as possible. People's health needs are m onitored to ensure they receive the right support and care at th e right time. We follow the principle that emotional wellbeing is a simportant as physical wellbeing. Staff check in with people, ca rry out observations checking people are happy, smiling, occup ied and can respond to what they see. Residents are encourage ed to be as physically, mentally, and emotionally healthy as pos- sible by staff implementing each resident's personal plan. This could include access to primary health services, attending appri- intments, annual health checks, supporting an individual with th eir medication, reporting changes in the individual's physical, m ental, or emotional health. We provide a healthy and balanced diet and support residents to exercise regularly where appropri- ate . Both GP surgeries that serve Ty lscoed hold weekly clinics . Relatives/ advocates can come along should they have any n on-urgent care to discuss. For people who do not wish to spea directly with the GP/ professional visiting we ensure that all info mation from visits by professionals are relayed to the appropria te person on the individual's behalf. Discussions were held with individuals/ advocates in respect of the Covid vaccine boosters and side effects so that they were able to make an informed ch oice. As well as the flu vaccinations. The service encourages in dividuals to be involved in their chosen activities, hobbies or int erests and the support they would like to have to engage in the m Residents are supported to be as independent as possib e with their finances, medication, and relationships. The service supports individuals to maintain family and personal relationshi ps, recognising the value and wellbeing benefits for individuals who contribute to and enjoy safe and healthy relationships. Da y living activities are important to individuals their preferences a re supported. These can be as varied as re

The extent to which people feel safe and protected from abuse and neglect.	People feel protected from harm and feel that staff are there to support them and keep them safe. Inevitably within group living, there may be occasions where individuals may feel at risk of ha rm from other individuals, and their families may also have the s ame worry, particularly post incident between another individual and their loved one. During times where individuals have fears or worries, staff endeavour to ensure all people involved and th eir families are supported by reassurance of protective measur es and health input where needed. This includes being open a nd honest when an incident has taken place, and a leading a tr ue discussion of intention of how these issues can be re. Whilst details of incidents (and harm where this may have occurred) a re expressed transparently, it is also incumbent that other peop le involved are protected, so confidentiality about other individu als and their care needs is explicit. All Wales Safeguarding proc edures adhered to by all. The service actively seeks support/ a dvice where appropriate from health professionals, Social work colleagues and the safeguarding team. Staff awareness of duty to report implemented. Supportive and transparent culture. Saf eguarding Agenda discussed in supervision/ team meetings .All staff attend safeguarding training and have been provided with the process to follow if they have safeguarding concerns. All st aff are encouraged to reflect on their practice during regular st aff supervision. All staff are provided with polices procedures o n receipt of contract. The service can re-assure people that the y can all feel safe from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	We actively involve people, who call Ty Iscoed home, to be a p art of any changes to the home, for example new furniture for lo unges, choosing wallpaper, paint colours, decorating their bedr oom etc. People continue to be treated with dignity, respect an d to be listened to and involved. We encourage people to remain as independent as possible an d to maintain family relationships. We have supported individual s to maintain contact with their loved ones via technology durin g the pandemic purchasing appropriate technology Discussion have taken place around activities, what people wou Id like to do with their time, their likes and dislikes etc. Finding o ut what makes someone happy and how we can ensure they ar e happy at Ty Iscoed . Staff training is monitored and kept up to date. Staffing levels are maintained. Buildings are well maintain ed (RAMIS is kept up to date). Facilities have been informed of any urgent repairs required. Bedrooms and communal areas h ave been updated where needed. All equipment monitored and maintained, for example the lift, manual handling equipment. O utside space is important and garden areas are well maintained with themed decorations for relative events such as Remembra nce Day . Residents are actively involved in gardening activities

 Number of posts and staff turnover

 The total number of full time equivalent posts at the service (as at 31 March)

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.

Yes

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?

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this	Yes

Training undertaken during the last financial year f Set out the number of staff who undertook relevant provided is only a sample of the training that may f can be added to 'Please outline any additional train not outlined above'. Induction 0 Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control 0 Manual Handling 0 Safeguarding 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken N	nt training. The list of training categories have been undertaken. Any training not listed
Set out the number of staff who undertook relevant provided is only a sample of the training that may here and be added to 'Please outline any additional train not outlined above'. Induction 0 Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control 0 Manual Handling 0 Safeguarding 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	nt training. The list of training categories have been undertaken. Any training not listed ining undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Health & Safety 0 Equality, Diversity & Human Rights 0 Infection, prevention & control 0 Manual Handling 0 Safeguarding 0 Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0 0 0 0 0 0 0 0 0 0
Equality, Diversity & Human Rights 0 Infection, prevention & control 0 Manual Handling 0 Safeguarding 0 Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0 0 0 0 0 0 0 0
Infection, prevention & control 0 Manual Handling 0 Safeguarding 0 Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0 0 0 0 0 0 0
Manual Handling0Safeguarding0Medicine management0Dementia0Positive Behaviour Management0Food Hygiene0Please outline any additional training undertaken pertinent to this role which is not outlined above.N	0 0 0 0 0 0
Safeguarding 0 Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0 0 0 0 0
Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0 0 0
Dementia 0 Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0 0
Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0 0
Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. N	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	•
pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff 1	1
No. of Fixed term contracted staff 0	0
No. of volunteers 0	0
No. of Agency/Bank staff 0	0
No. of Non-guaranteed hours contract (zero hours) 0 staff	0
Outline below the number of permanent and fixed t	term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week) 1	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week) 0	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
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specific stated, the information added should be the position	ifically to this role type only. Unless otherwise on as of the 31st March of the last financial year
Filled and vacant posts	

No. of posts vacant	0
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
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 fixe	d 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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	35
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	3
Health & Safety	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	26
Safeguarding	11
Medicine management	11
Dementia	8
Positive Behaviour Management	11
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff	34
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	15
Outline below the number of permanent and fixed	d 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)	31
No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed s	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.	3x 7.15-13:00, +14:45-22:30 1x 08:00-14:00 1x 15:00-21:00 2x 22:30- 07:30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	43
No. of staff working towards the required/recommended qualification	0

Does your service structure include roles of this	Yes
ype?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial yes Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed 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)	4
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this	Yes

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	ant training. The list of training categories / have been undertaken. Any training not list
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	None
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Assess (Double staff	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	-
No. of Non-guaranteed hours contract (zero hours)	
No. of Non-guaranteed hours contract (zero hours) staff	
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	d term contact staff by hours worked per wee
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per wee
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per wee 0 2
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per wee 0 2
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	d term contact staff by hours worked per wee 0 2 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	d term contact staff by hours worked per week 0 2 0 2

Name of Service	Ty Ni
Telephone Number	02920850691
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9

Fees Charged

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	0.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All young people have the opportunity to speak to the Independe nt Reviewing Officer who visits the home on a 3 monthly basis. All young people are encoAll children in our care have access to an i ndependent advocate from NYAS.
	All young people are aware of the complaints procedure which is documented in the children's guide to the home. uraged to attend their CLA reviews and monthly systems meeting s. All young people have an allocated social worker who visit them at Ty Ni as part of statutory requirements and more if required.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ty Ni has ample grounds surrounding the home which provides s pace for the young people. There are plans to develop therapeuti c areas to the grounds, and will include an allotment, a green hou se and areas for play. The home has a lovely patio area which all ows space for garden furniture, BBQ and an outdoor pool in the s ummer.

The home has plenty of space for parking for staff and visitors an d the house vehicle.
The home also accommodates an independent living annex for ou r young people to transition to at an appropriate age to assist in t heir move on plans to independence.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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.

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.	At Ty Ni we currently have two young people in placement and value person centred care and listening to the voice of the child . As well as regular key-working sessions, our young people ha ve weekly house meetings with the staff where they are given th e opportunity to decide on weekly activities, food for the week a nd anything else that is of importance to them. As a staff team, we work very closely with the MyST residential team and our yo ung people's Lead Therapeutic Practitioner, they have weekly s essions with our young people whereby they are placed at the very centre of their care. The residential MyST teamwork with o ne of our young people and the community teamwork with the o ther. They have ample opportunity to express their views on the care we provide, which includes current feelings and emotions as well as the progress they are making. We then meet as a Sy stem monthly to discuss and review the placement and how we can further support their well-being and development. Our young people have access to an advocate although they have no t wished to make use of this. They are reminded of this prior to each CLA review and after any incident in the home in case the y change their mind.
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.	Our young people have an up-to-date personal plan whereby a Il physical, emotional, social, leisure, health, education, and risk -taking needs are considered. This includes placement outcom es so that we can best support them to reach their full potential in all these areas. In our monthly system's meetings, we also di scuss how we are meeting the needs of the children and asses if any further support that is needed.
The extent to which people feel safe and protected from abuse and neglect.	All the staff at Ty Ni receive a full induction and complete the S ocial Care Wales induction (AWIF) before then embarking on th eir Level 3 in Health and Social Care. Safeguarding is a priority across all our homes, and we deal with all concerns very seriou sly. In addition to trained staff working in the homes with at least one qualified, or suitably experienced staff member always work ing, we also have a two tiered on-call system of seniors and the n managers to contact when further advice or support is needed. In addition to this, MyST also provide a third tier of therapeutic c support when needed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Staff have good relationships with family members and professi onals around the children and work in a co-productive manor to maximise outcomes for the children in our care.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at	12
31 March)	

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.

Service Manager	
Does your service structure include roles of this type?	Yes
	e specifically to this role type only. Unless otherwise position as of the 31st March of the last financial yea
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
provided is only a sample of the training tha	elevant training. The list of training categories t may have been undertaken. Any training not listed nal training undertaken pertinent for this role which is
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertake 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
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
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.	Support worker

No. of staff in post	13
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not li
Induction	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per w
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
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