

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name: Isle of Anglesey County Council Adults and Children's Services

The provider was registered on: 09/11/2018

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Cartref Qyd Caergybi	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/07/2022
Responsible Individual(s)	Rachel Williams
Manager(s)	Rhian Carter
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Cartref Qyd Mbn	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	31/03/2020
Responsible Individual(s)	Rachel Williams
Manager(s)	Melanie Batten
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Cartref Qyd Mbn Bryn Hwfa	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/06/2020
Responsible Individual(s)	Rachel Williams
Manager(s)	Melanie Batten
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Brwynog Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/01/2019
Responsible Individual(s)	Rachel Williams
Manager(s)	Zoe Hughes
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

Garreglwyd Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Donna Maria Conway
Maximum number of places	28
Service Conditions	There are no conditions associated to this service

Flas Mona Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Mair Williams
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

Flas Crigyll Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Annwen Hughes
Maximum number of places	25
Service Conditions	There are no conditions associated to this service

Haulfre Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Cheryl Price
Maximum number of places	19
Service Conditions	There are no conditions associated to this service

Mbn Care Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/11/2018
Responsible Individual(s)	Rachel Williams
Manager(s)	Ann Corbett
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

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	<p>A training matrix is in place which identifies the mandatory training staff must complete within specific timeframes, there is also a host of further training that is available to staff depending on the needs of the individual that they support.</p> <p>There is a good working relationship with the Council's Training Department, we work with them to plan our training needs for the coming year and these are prioritised in their annual training plan.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>All vacant posts are advertised on the Council website and via the Council's Social Media site.</p> <p>The service has a robust recruitment policy in place, we ensure that all checks are satisfactory prior to offering a formal contract of employment to prospective individuals. We ensure that all individuals have an enhanced DBS check, two written references one from their present employer and we ensure that there are no gaps in their employment history from the date of leaving school.</p>

Service Profile

Service Details

Name of Service	Brwynog Residential Care Home
Telephone Number	01407830326
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	59
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Fees Charged

The minimum weekly fee payable during the last financial year?	801.53
The maximum weekly fee payable during the last financial year?	801.53

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?	<p>Resident's views on all aspects of the service are sought by means of individual consultation, resident's meeting and family and friends meetings and through informal social occasions within the home.</p> <p>The service formally reviews individual resident's Personal Plan every three months with the residents or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>An annual satisfaction questionnaire is distributed to all stakeholders and the views are taken into consideration which assists us to shape the running of the home.</p> <p>Compliments are also collated and shared with staff and the Quality and Compliance officer.</p>
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Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	28
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents have access to outside rear terrace and garden which included sufficient seating areas for the residents to enjoy the outdoors.
Provide details of any other facilities to which the residents have access	There is a quiet lounge area to the far end of the home that residents can enjoy some time on their own or with family and friends.

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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective residents that wish to reside at the home.</p> <p>All residents have an individualised Personal Plan which is created with the residents or their legal representatives. The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the home is able to meet the residents care and support needs. This review is undertaken with the residents or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the home.</p> <p>There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 8 weekly basis. The ethos that we strive to embed within our supervision session are based on the following principles:</p> <ul style="list-style-type: none"> • Promote effective communication between managers and staff • Provide advice, guidance and direction for staff. • Discuss any issues or concerns that staff may have relating to service users. • Support learning and development for staff. • Make staff feel valued and positively impact on staff morale and wellbeing. • Support problem solving and service development. <p>Team Meetings are used as a tool to keep everyone informed of any information or changes associated with the service and to problem solve if required.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents are assessed prior to admission into the Home by a Social Worker and a bespoke care and support plan is devised to ensure that the home has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the home is able to meet the care and support needs of the individual or not. The residents are fully involved in making decisions about their care and support needs</p> <p>There is a good working relationship between the home and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's wellbeing is shared and appropriate access to specialist support is available.</p> <p>There is a robust medication management system in place which is audited on an annual basis by the local Pharmacy.</p> <p>Residents experience a range of meaningful activities and opportunities that can promote their health and wellbeing.</p> <p>Residents' meetings are held this gives an opportunity for their views and input into the running of the home, this includes menu planning. Residents can choose well-presented healthy meals, snacks and drinks throughout the day.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Risk Assessments are conducted and agreed with the residents and / or their representatives to ensure the safety of the individual and staff. There is evidence that risk assessments are updated to reflect any changes and these are communicated to staff in a timely manner.</p> <p>Staff are aware of the need to complete the Health & Safety Form (ADIR) however no incident has been recorded in this reporting period.</p> <p>Services to individuals are provided by a consistent team of experienced staff, residents tell us that they know their staff team and are overall happy with this. Residents tell us that they feel safe, Service users articulate that staff members treat them with dignity and respect and are courteous and polite.</p> <p>There is little turn over of staff, thus ensure the continuity of care for residents.</p> <p>Any concerns are referred to the Safeguarding Team and a notification is submitted to Care Inspectorate Wales and if required a referral would be made to the Fitness to Practice Team in Social Care Wales. Staff have confirmed that they would feel confident to report any malpractice and are confident that this would be dealt with by the management team</p> <p>Policies have been reviewed and updated so that staff are clear of the process that they require to follow.</p> <p>The service induction programme continues to be undertaken with all new staff members within two weeks of commencement in their new post.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's Property Department and an annual schedule of works programme is devised every year to ensure that at the Home is maintained to a sufficient level.</p> <p>The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdonia Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis. A Fire Marshal is available on all shifts.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>17</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	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.	First Aid Manual Handling Training Fire Safety 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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	Hyfforddiant Diogelwch Tân 6 Steps to End of Life Care
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	24
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	25
Infection, prevention & control	25
Manual Handling	1
Safeguarding	25
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid 6 Steps to End of Life - update training Fire Safety Training Mental Capacity & DOLS
<p>Contractual Arrangements</p>	
No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	8
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	9
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.	07:30 15:00 - 4 members of staff 15:0 - 22:00 - 3 members of staff 22:00 - 07:45 - 2 members of staff
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	3
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	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	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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	1
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	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Cartref Clyd Caergybi
Telephone Number	01407769811
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	Annual Satisfaction Questionnaires Multi Disciplinary reviews Monthly Personal Plan reviews with family Key sessions Team meetings Staff Supervision
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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?	2
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	Sensory Room
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 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 [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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The children and families voices are really important to us and we ensure we include these in to all aspects of care. Prior to the children and young people commencing their placement with us we meet with their parents to complete a parent's questionnaire to gather as much information as possible on all aspects of care and support needs that the children and young people require to ensure the children's routines, likes and dislikes are taken into account.</p> <p>We have a good working relationship with members of the Multi-Disciplinary Teams this is to ensure that we have a holistic approach to the care and support needs of each individual child / young person. We discuss with the children's school and any support services that they access to gain any additional information and how they have been able to support the child to express themselves so that we know how to best plan opportunities.</p> <p>We have set up our home to make communication accessible to all. We use Makaton with some of our children as they have difficulties expressing their wishes and feelings through verbal dialect. We also use PECS if this is the child's preferred method of communicating. There are several areas of the home where PECS is available. In the main living area there are choices of activities for the children to select from. There are visual menus available, and children are always encouraged to make their own choice. When out on a trip to Greenwood for example a picture board of all the activities on site were created to enable the children to choose which activities they would like to take part in and the order in which they participated. Some of the children also use objects of reference and we create a bag with a collection of items to use such as small shopping basket, a dolls house sized bath and bed. These are displayed alongside spoken language and PECS to develop communication skills.</p> <p>All children's activity planners are evaluated at the end of the day. This enables staff on shift to leave feedback on the child's response and engagement with an activity. It can highlight difficulties or further need for adjustments to make an activity accessible. This enables keyworkers to see where the child's interests are, what they are enjoying and how to develop their abilities.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Children are supported to develop their independence skills empowering them reach their full potential.</p> <p>We support children to make healthy food choices and prepare their own meals or snacks. We use visual schedules, sand timers, social stories and role play to support children to improve their health and hygiene skills such as tooth brushing and washing. We use role play, stories and games to explore and discover feeling and social skills.</p> <p>Opportunity for exercise is planned into each stay, these are tailored to the children's interests and abilities. Opportunities to be part of the community is important to the children's health and wellbeing. Opportunities that have been offered include, trips to local attractions, parks, cafés, leisure centers and community events such as Christmas celebrations.</p> <p>We support the children to attend education and work with the school on any goals they have set. As well as this we set goals for the children, use reward charts and encourage them to choose what they are working for. Children's goals we have worked on include, sitting at the table for meals, using cutlery, following a bedtime routine, using the bath or shower, using the toilet, brushing teeth, tidying up, making their own drink/ snack/ meal.</p> <p>We also use the children's interests to support their development. One of the children has an interest in making videos and we used this to support them in gaining independence skills. The young person has created one for using the washing machine, where they make their own step by step guide.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Behaviour management plans and risk assessments are reviewed on a regular basis and updated as and when required. All staff have undertaken the Therapeutic Intervention Training. Staff are aware of the need to complete the Health & Safety Form (ADIR) if any incidents occur.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Children and Young People benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's Housing Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.</p> <p>The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdon Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>5</p>

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

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

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

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	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Marshall P(L)ACE Personal care Rescue from ligature PEG Feeding

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Safety Fire Marshall P(L)ACE Personal care Ligature rescue PEG feeding
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Monday to Friday
 14:00 - 23:00 - 2 staff
 23:00 - 07:00 - Sleep-in shift
 22:00 - 10:00 - 1 staff
 Weekends and School Holidays
 08:00 - 23:00 - 2 staff
 23:00 - 07:00 - Sleep-in shift
 22:00 - 10:00 - 1 staff

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

3

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?

No

Service Profile

Service Details

Name of Service	Cartref Clyd Môn
Telephone Number	01248752066
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?

2

Fees Charged

The minimum weekly fee payable during the last financial year?

0

The maximum weekly fee payable during the last financial year?	0
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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?	Annual Satisfaction Questionnaires LAC reviews Weekly young person's meeting Key sessions Team meetings Staff Supervision

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?	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	There is a large lawned area to the rear of the property with an ample seating area where the young people enjoy planting flowers and grow vegetables. There is a trampoline and football goals for the the young people to enjoy.
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 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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Children and Young People are consulted regularly on their views about how the home is running, this is achieved by various methods. Their views, wishes and feelings support continued improvement in the quality of care provided in the home.</p> <p>The Young Person is encouraged to engage in the young person's meetings where various topics are discussed, this may include meal planning and menus, any issues and concerns relating to the environment and any activity that they may like to participate in.</p> <p>Each Young Person has been allocated a key worker who is a member of staff who has a central role in respect of a particular child / young person. Key working sessions are held on a weekly basis and provide an opportunity to observe the child / young person, assess their progress, develop relationships and identify and resolve problems. The overall purpose of Key Worker sessions is to discuss progress, problems and achievements.</p> <p>Staff have developed a positive relationship with the young people which is consistent which help the Young People to feel secure and cared about. Staff help the Young People to prepare for any reviews which include LAC review, Education review or their Personal Plan review to ensure that their views, wishes and feelings are articulated.</p> <p>The Young People have access to the Home's complaint procedure and aware of how to instigate this if required.</p> <p>Advocacy services are available for all young people and they are aware how to access this service if required.</p> <p>Annual stakeholder questionnaires are distributed and the views are collated and used to shape the running of the home.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The Home actively promote the health care of each child and enable the young people to learn about healthy living.</p> <p>The Home has a good working relationship with key health professionals, including the Named Nurse for the children and young people, the child's GP and dental practitioner.</p> <p>The Home ensures that the physical, emotional and health needs of the young people are identified and appropriate action is taken to ensure the medical, dental and other health services needed to meet them are in place.</p> <p>Children and Young People are provided with guidance, advice and support on health and personal care issues appropriate to their age, needs and wishes.</p> <p>The Young People are supported to make and attend health appointments and to maintain a good level of health through encouragement of a health balanced diet and regular exercise.</p> <p>There is a robust medication management system in place which is audited on an monthly basis by the Manager</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Behaviour management plans and risk assessments are reviewed on a regular basis and updated as and when required. All staff have undertaken the Therapeutic Intervention Training. This model creates a trauma-sensitive environment where children and young people are safe and feel safe and pro-actively prevent and/or de-escalate potential crisis situations with children.</p> <p>Staff are aware of the need to complete the Health & Safety Form (ADIR) if any incidents occur.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The children and young people benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after.

The home works closely with the Council's Housing Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.

The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdon Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis.

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) 4

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	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.	Fire Marshall More than Words How to get better results from your email Email Stress Module Understanding Autism Attachment & Resilience Compassionate Leadership DOLS First Aid Infection Control Live Fear Free MCA - children and Young People Social service and Well-being Act Ligature
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	1
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	P(L)ACE TCI Ligature First Aid Fire Safety Fire Marshall NWS Pilot Programme Attachment and Resilience
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Monday to Friday: 07:00 - 09:00 - 1 member of staff 15:00 - 23:00 + sleep in shift - 1 member of staff Saturday & Sunday - 1 member of staff 08:00 - 23:00 + sleep in shift - 1 member of staff

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	3
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?	No

Service Profile

Service Details

Name of Service	Cartref Clyd Mon Bryn Hwfa
Telephone Number	01248724883
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	Annual Satisfaction Questionnaires LAC reviews Weekly young person's meeting Key sessions Team meetings Staff Supervision

Service Environment

How many bedrooms at the service are single rooms?	1
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?	0
Provide details of any outside space to which the residents have access	There is lawned garden to the front and rear of the property which has a patio and seating area.
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 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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Children and Young People are consulted regularly on their views about how the home is running, this is achieved by various methods. Their views, wishes and feelings support continued improvement in the quality of care provided in the home.</p> <p>The Young Person is encouraged to engage in the young person's meetings where various topics are discussed, this may include meal planning and menus, any issues and concerns relating to the environment and any activity that they may like to participate in.</p> <p>Each Young Person has been allocated a key worker who is a member of staff who has a central role in respect of a particular child / young person. Key working sessions are held on a weekly basis and provide an opportunity to observe the child / young person, assess their progress, develop relationships and identify and resolve problems. The overall purpose of Key Worker sessions is to discuss progress, problems and achievements.</p> <p>Staff have developed a positive relationship with the young people which is consistent which help the Young People to feel secure and cared about. Staff help the Young People to prepare for any reviews which include LAC review, Education review or their Personal Plan review to ensure that their views, wishes and feelings are articulated.</p> <p>The Young People have access to the Home's complaint procedure and aware of how to instigate this if required.</p> <p>Advocacy services are available for all young people and they are aware how to access this service if required.</p> <p>Annual stakeholder questionnaires are distributed and the views are collated and used to shape the running of the home.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The Home actively promote the health care of each child and enable the young people to learn about healthy living.</p> <p>The Home has a good working relationship with key health professionals, including the Named Nurse for the children and young people, the child's GP and dental practitioner.</p> <p>The Home ensures that the physical, emotional and health needs of the young people are identified and appropriate action is taken to ensure the medical, dental and other health services needed to meet them are in place.</p> <p>Children and Young People are provided with guidance, advice and support on health and personal care issues appropriate to their age, needs and wishes.</p> <p>The Young People are supported to make and attend health appointments and to maintain a good level of health through encouragement of a health balanced diet and regular exercise.</p> <p>There is a robust medication management system in place which is audited on an monthly basis by the Manager.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Behaviour management plans and risk assessments are reviewed on a regular basis and updated as and when required. All staff have undertaken the Therapeutic Intervention Training. This model creates a trauma-sensitive environment where children and young people are safe and feel safe and pro-actively prevent and/or de-escalate potential crisis situations with children.</p> <p>Staff are aware of the need to complete the Health & Safety Form (ADIR) if any incidents occur.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Children and Young People benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's Housing Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.

The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdon Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis.

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) 5

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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	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.	Fire Marshall More than Words How to get better results from your emails Email stress module Understanding autism Attachment and resilience Compassionate leadership DOLS First Aid Infection Control Live fear free MCA - Children and Young People SSWB Act Ligature
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	1
Infection, prevention & control	7
Manual Handling	0
Safeguarding	5
Medicine management	8
Dementia	0
Positive Behaviour Management	4
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	P(L)ACE TCI Ligature Rescue First aid Fire Safety Fire Marshal NWAS Pilot Programme Attachment and Resilience
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00 - 23:00 - 2 members of staff 23:00 - 08:00 - 2 members of staff

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	6

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Garreglwyd Residential Care Home
Telephone Number	01407762443
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	23
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Fees Charged

The minimum weekly fee payable during the last financial year?	801.53
The maximum weekly fee payable during the last financial year?	801.53

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?	<p>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective residents that wish to reside at the home.</p> <p>All residents have an individualised Personal Plan which is created with the residents or their legal representatives. The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the home is able to meet the residents care and support needs. This review is undertaken with the residents or their legal representative where their wishes and feelings about the care and support needs are discussed and documented.</p> <p>The Management ensure that any Individuals who reside within the safe unit within the home have been assessed under the Deprivation of Liberty Safeguards processes.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the home.</p>

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	24
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	<p>Residents have access to a large garden which is secure and fenced for privacy. Tables, chairs and benches are available for residents to sit outside. There is also a large green house available for those who enjoy gardening.</p> <p>There is also a large court yard separate from the garden with tables, chairs and parasols for residents to access.</p>
Provide details of any other facilities to which the residents have access	The residents also have access to a large furnished conservatory

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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective residents that wish to reside at the home.</p> <p>All residents have an individualised Personal Plan which is created with the residents or their legal representatives. The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the home is able to meet the residents care and support needs. This review is undertaken with the residents or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.</p> <p>The Management ensure that any Individuals who reside within the safe unit within the home have been assessed under the Deprivation of Liberty Safeguards processes.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the home.</p> <p>There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 8 weekly basis. The ethos that we strive to embed within our supervision session are based on the following principles:</p> <ul style="list-style-type: none"> • Promote effective communication between managers and staff. • Provide advice, guidance and direction for staff. • Discuss any issues or concerns that staff may have relating to service users. • Support learning and development for staff. • Make staff feel valued and positively impact on staff morale and wellbeing. • Support problem solving and service development. <p>Team Meetings are used as a tool to keep everyone informed of any information or changes associated with the service and to problem solve if required.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents are assessed prior to admission into the Home by a Social Worker and a bespoke care and support plan is devised to ensure that the home has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the home is able to meet the care and support needs of the individual or not. The residents are fully involved in making decisions about their care and support needs</p> <p>There is a good working relationship between the home and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's wellbeing is shared and appropriate access to specialist support is available.</p> <p>There is a robust medication management system in place which is audited on an annual basis by the local Pharmacy.</p> <p>Residents experience a range of meaningful activities and opportunities that can promote their health and wellbeing.</p> <p>Resident's meetings are held this gives an opportunity for their views and input into the running of the home, this includes menu planning. Residents can choose well-presented healthy meals, snacks and drinks throughout the day.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Risk Assessments are conducted and agreed with the residents and / or their representatives to ensure the safety of the individual and staff. There is evidence that risk assessments are updated to reflect any changes and these are communicated to staff in a timely manner.</p> <p>Staff are aware of the need to complete the Health & Safety Form (ADIR) however no incident has been recorded in this reporting period.</p> <p>Services to individuals are provided by a consistent team of experienced staff, residents tell us that they know their staff team and are overall happy with this. Residents tell us that they feel safe, Service users articulate that staff members treat them with dignity and respect and are courteous and polite.</p> <p>There is little turn over of staff, thus ensure the continuity of care for residents.</p> <p>Any concerns are referred to the Safeguarding Team and a notification is submitted to Care Inspectorate Wales and if required a referral would be made to the Fitness to Practice Team in Social Care Wales.</p> <p>Staff have confirmed that they would feel confident to report any malpractice and are confident that this would be dealt with by the management team</p> <p>Policies have been reviewed and updated so that staff are clear of the process that they require to follow.</p> <p>The service induction programme continues to be undertaken with all new staff members within two weeks of commencement in their new post.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's property Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.</p> <p>The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdonia Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis. A Fire Marshal is available on all shifts.</p>

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)	21
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	1
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	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.	Mental Capacity and Dolls. Fire Training Ask and ACT
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life Fire Training Ask and ACT Dental 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 fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	23
No. of posts vacant	7
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	5
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask and Act Training x7 Catheter Care x2 First Aid x1 Food Hygiene x5 Personal Safety x5 Parkinsons Awareness x3 Tissue Viability x1 End of Life x1 QCF Levelx2 QCF Level x1
Contractual Arrangements	
No. of permanent staff	19
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	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	18
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.	07:30 - 15:00 - 5 members of staff 15:00 - 22:00 - 5 members of staff 22:00 - 07:45- 3 members of staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	8
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	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask & Act
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
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	2
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	QCF Level 2 Catering
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Haulfre Residential Care Home
Telephone Number	01248490233
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	34
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Fees Charged

The minimum weekly fee payable during the last financial year?	801.53
The maximum weekly fee payable during the last financial year?	801.53

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?	<p>Resident's views on all aspects of the service are sought by means of individual consultation, resident's meeting and family and friends meetings and through informal social occasions within the home.</p> <p>The service formally reviews individual resident's Personal Plans every three months with their residents or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>An annual satisfaction questionnaire is distributed to all stakeholders and the views are taken into consideration which assists us to shape the running of the home.</p> <p>Compliments are also collated and shared with staff and the Quality and Compliance officer.</p> <p>Dosbarthir holiadur boddhad blynyddol i'r holl randdeiliaid a chym'erir y farn i ystyriaeth sy'n ein cynorthwyo i siapio rhedeg y cartref.</p> <p>Mae canmoliaeth hefyd yn cael ei gasglu a'i rannu gyda staff a'r Swyddog Ansawdd a Chydymffurfio.</p>

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	4
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	There is a patio area to the front of the property that has able sitting areas for residents to enjoy the views of Snowdonia and the Menai Straits.
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 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.

The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective residents that wish to reside at the home.

All residents have an individualised Personal Plan which is created with the residents or their legal representatives. The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the home is able to meet the residents care and support needs. This review is undertaken with the residents or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.

An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the home.

There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 8 weekly basis. The ethos that we strive to embed within our supervision session are based on the following principles:

- Promote effective communication between managers and staff.
- Provide advice, guidance and direction for staff.
- Discuss any issues or concerns that staff may have relating to service users.
- Support learning and development for staff.
- Make staff feel valued and positively impact on staff morale and wellbeing.
- Support problem solving and service development.

Team Meetings are used as a tool to keep everyone informed of any information or changes associated with the service and to problem solve if required.

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.

All residents are assessed prior to admission into the Home by a Social Worker and a bespoke care and support plan is devised to ensure that the home has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the home is able to meet the care and support needs of the individual or not. The residents are fully involved in making decisions about their care and support needs

There is a good working relationship between the home and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's wellbeing is shared and appropriate access to specialist support is available.

There is a robust medication management system in place which is audited on an annual basis by the local Pharmacy.

Residents experience a range of meaningful activities and opportunities that can promote their health and wellbeing.

Resident's meetings are held this gives an opportunity for their views and input into the running of the home, this includes menu planning. Residents can choose well-presented healthy meals, snacks and drinks throughout the day.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Risk Assessments are conducted and agreed with the residents and / or their representatives to ensure the safety of the individual and staff. There is evidence that risk assessments are updated to reflect any changes and these are communicated to staff in a timely manner.</p> <p>Staff are aware of the need to complete the Health & Safety Form (ADIR) however no incident has been recorded in this reporting period.</p> <p>Services to individuals are provided by a consistent team of experienced staff, residents tell us that they know their staff team and are overall happy with this. Residents tell us that they feel safe, Service users articulate that staff members treat them with dignity and respect and are courteous and polite.</p> <p>There is little turn over of staff, thus ensure the continuity of care for residents.</p> <p>Any concerns are referred to the Safeguarding Team and a notification is submitted to Care Inspectorate Wales and if required a referral would be made to the Fitness to Practice Team in Social Care Wales. Staff have confirmed that they would feel confident to report any malpractice and are confident that this would be dealt with by the management team</p> <p>Polices have been reviewed and updated so that staff are clear of the process that they require to follow.</p> <p>The service induction programme continues to be undertaken with all new staff members within two weeks of commencement in their new post.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's property Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.</p> <p>The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdonia Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis. A Fire Marshal is available on all shifts.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>20</p>

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
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.	Fire Safety Training Ask & Act
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	First Aid Pressure Sore Management Diabetes Ask & Act
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	20
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	3
Infection, prevention & control	5
Manual Handling	12
Safeguarding	6
Medicine management	4
Dementia	7
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training First Aid Stroke Awareness Pressure Sore Management Diabetes Reporting & Recording Catheter Care Ask & Act
Contractual Arrangements	

No. of permanent staff	15
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	5
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	10
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.	07:30 - 15:00 - 4 members of staff 15:00 - 22:00 - 3 members of staff 22:00 - 07:45 - 2 members of staff
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	8
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	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.	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 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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
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 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.	Fire Training First Aid Ask & Act
Contractual Arrangements	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
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	0
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	Mon Care Service
Telephone Number	01248752066
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	270
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.10
The maximum hourly rate payable during the last financial year?	17.10

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?	<p>The service formally reviews individual Personal Plans every three months with the tenants and service user's or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>An annual satisfaction questionnaire is distributed to all stakeholders and the views are taken into consideration which assists us to shape the running of the service</p> <p>Compliments are also collated and shared with staff and the Quality and Compliance officer.</p>

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective individual who may use our services.</p> <p>All service users and tenants have an individualised Personal Plan which is created with each individual or their legal representatives. The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the service is able to meet the service user's and tenants care and support needs. This review is undertaken with the service users and tenants or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the service</p> <p>There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 8 weekly basis. The ethos that we strive to embed within our supervision session are based on the following principles:</p> <ul style="list-style-type: none"> • Promote effective communication between managers and staff • Provide advice, guidance and direction for staff. • Discuss any issues or concerns that staff may have relating to service users. • Support learning and development for staff. • Make staff feel valued and positively impact on staff morale and wellbeing. • Support problem solving and service development. <p>Team Meetings are used as a tool to keep everyone informed of any information or changes associated with the service and to problem solve if required.</p>

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

All individuals are assessed prior to receiving a service by a Social Worker and a bespoke care and support plan is devised to ensure that the service has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the service is able to meet the care and support needs of the individual or not. The individuals are fully involved in making decisions about their care and support needs

There is a good working relationship between the service and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's wellbeing is shared and appropriate access to specialist support is available.

The Management play an active role in the weekly Community Resource Team meetings which gives an opportunity for joint working and for any issues to be discussed and resolved as required.

The extent to which people feel safe and protected from abuse and neglect.

There is a robust safeguarding culture within the service. The service has policies and procedures to deal with any safeguarding concerns to which all staff work to.

Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.

There is evidence that safeguarding concerns are acted upon appropriately and within a timely manner. Safeguarding Referrals have been made to the Isle of Anglesey County Council's Single Point of Access (SPOA)

There are clear and robust recruitment policy in place, which is adhered to at all times. Prospective staff are not appointed until the service receives confirmation of DBS, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.

There is a robust monitoring system in place to monitor review dates of staff's DBS, the service has a spreadsheet which is monitored by the Admin Team and the home have their own monitoring tool. Staff are encouraged to register their DBS on the update system.

Staff are confident to raise any issues or concerns and these are acted upon promptly by their line manager.

Risk assessments are created if any risks are identified, these are clear and easy for staff to follow, all risk assessments are reviewed as and when required.

There is evidence that incidents are reported and the required notification made to the Health and Safety Team and / or CIW.

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)	49
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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	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.	Well-being Let's talk Well-being Menopause for Managers Domestic Abuse Ask & Act The Herbert Protocol Mindfulness

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

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

Filled and vacant posts

No. of staff in post	0
No. of posts vacant	1

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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/A

Contractual Arrangements

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	1

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	4

Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Ask & Act More than Words Mental Health Advocacy Well-being Fire Training Fire Marshall Rest Centre Awareness Embedding Outcomes and Strength Based Practice Basis Excell On-line Grooming and Sexual Abuse Mental Health First Aid
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
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	72
No. of posts vacant	25
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	4
Equality, Diversity & Human Rights	1
Manual Handling	25
Safeguarding	24
Dementia	0
Positive Behaviour Management	0
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Ask & Act Let's Talk Well-being Reporting and Recording End of Life Fire Safety Diabetes Epilepsy Personal Safety Catheter Care Risk Assessments More than Words Parkinsons Awareness Supporting People with Personality Disorders Influencing, Assertiveness and Negotiation Emotional Intelligence Equality in the Workplace COSHH Having a Difficult Conversation County Lines Cyber Awareness Prevent Driver Awareness Health Lifestyles Managing Continence Tissue Viability Autism Awareness Stroke Awareness Preventing Falls Anxiety Awareness Dysphasia
Contractual Arrangements	
No. of permanent staff	68
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	4
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)	19
No. of part-time staff (17-34 hours per week)	49
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	70
No. of staff working towards the required/recommended qualification	2
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	Plas Crigyll Residential Care Home
Telephone Number	01407720949
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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
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Fees Charged

The minimum weekly fee payable during the last financial year?	801.53
The maximum weekly fee payable during the last financial year?	801.53

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?	<p>Resident's views on all aspects of the service are sought by means of individual consultation, resident's meeting and family and friends meetings and through informal social occasions within the home.</p> <p>The service formally reviews individual resident's Personal Plan every three months with the residents or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>An annual satisfaction questionnaire is distributed to all stakeholders and the views are taken into consideration which assists us to shape the running of the home.</p> <p>Compliments are also collated and shared with staff and the Quality and Compliance officer.</p>

Service Environment

How many bedrooms at the service are single rooms?	25
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?	5
How many dining rooms at the service?	3

Provide details of any outside space to which the residents have access	<p>Leading from the conservatory is an attractive purpose built enclosed safe garden, which has been sensitively designed to meet the needs of people with dementia. The garden is accessible to all individuals, ramps are provided for the use of wheelchairs.</p> <p>The outside area is accessible from each unit with a path which encircles the area along with a summer house with seating areas.</p>
Provide details of any other facilities to which the residents have access	The residents have access to a newly refurbished Bar / Cafe within the home

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective residents that wish to reside at the home.</p> <p>All residents have an individualised Personal Plan which is created with the residents or their legal representatives.</p> <p>The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the home is able to meet the residents care and support needs. This review is undertaken with the residents or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.</p> <p>The Management ensure that any Individuals who reside within the safe unit within the home have been assessed under the Deprivation of Liberty Safeguards processes.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the home.</p> <p>There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 8 weekly basis. The ethos that we strive to embed within our supervision session are based on the following principles:</p> <ul style="list-style-type: none"> • Promote effective communication between managers and staff • Provide advice, guidance and direction for staff. • Discuss any issues or concerns that staff may have relating to service users. • Support learning and development for staff. • Make staff feel valued and positively impact on staff morale and wellbeing. • Support problem solving and service development. <p>Team Meetings are used as a tool to keep everyone informed of any information or changes associated with the service and to problem solve if required.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents are assessed prior to admission into the Home by a Social Worker and a bespoke care and support plan is devised to ensure that the home has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the home is able to meet the care and support needs of the individual or not. The residents are fully involved in making decisions about their care and support needs</p> <p>There is a good working relationship between the home and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's wellbeing is shared and appropriate access to specialist support is available.</p> <p>There is a robust medication management system in place which is audited on an annual basis by the local Pharmacy.</p> <p>Residents experience a range of meaningful activities and opportunities that can promote their health and wellbeing.</p> <p>Residents' meetings are held this gives an opportunity for their views and input into the running of the home, this includes menu planning. Residents can choose well-presented healthy meals, snacks and drinks throughout the day.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Risk Assessments are conducted and agreed with the residents and / or their representatives to ensure the safety of the individual and staff. There is evidence that risk assessments are updated to reflect any changes and these are communicated to staff in a timely manner.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's property Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.</p> <p>The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdonia Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis. A Fire Marshal is available on all shifts.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>27</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Having a difficult conversation Adaptive Leadership First Aid refresher Fire Safety Cyber Awareness
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Having a difficult conversation Adaptive leadership First Aid refresher Fire safety Cyber awareness
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	26
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	4
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.	Contingence Management First Aid Recording Skills Epilepsy All Wales Induction Framework Workshops Parkinson Awareness Steps End of Life Training - update Mental Capacity / DOLS Step up to Management
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	24
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	2
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
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.	07:30 - 15:00 - 5 members of staff 15:00 - 22:00 - 5 members of staff 22:00 - 07:45 - 3 members of staff
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 2px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1

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.	Fire Safety
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
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 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	3
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.	Fire Awareness in the Home Modern Slavery Anxiety Awareness Prevent Data Protection Cyber Awareness Control Substances Hazardous to Health
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	1
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	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Handyman. Responsible for the day-to-day maintenance of the building and the external areas.
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.	Fire Marshall
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	

Service Profile

No. of staff who have the required qualification	1
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Service Details

No. of staff working toward required/recommended qualification	0
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Name of Service	Plas Mona Residential Care Home
Telephone Number	01248714869
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	48
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Fees Charged

The minimum weekly fee payable during the last financial year?	801.53
The maximum weekly fee payable during the last financial year?	801.53

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?	<p>Resident's views on all aspects of the service are sought by means of individual consultation, resident's meeting and family and friends meetings and through informal social occasions within the home.</p> <p>The service formally reviews individual resident's Personal Plan every three months with the residents or their legal representatives, their views, wishes and feelings are discussed and recorded.</p> <p>An annual satisfaction questionnaire is distributed to all stakeholders and the views are taken into consideration which assists us to shape the running of the home.</p> <p>Compliments are also collated and shared with staff and the Quality and Compliance officer.</p>
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Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	6
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>There is a small safe enclosed garden with a seating area to the side of the home with direct access from the Dementia unit, this allows for residents to walk out independently in a safe environment.</p> <p>To the rear of the home there is a large patio and grass area with direct access from various points of the home. There is ample seating areas for residents to enjoy the outside.</p>
Provide details of any other facilities to which the residents have access	Quite room for resident to enjoy some alone time or a space to meet privately with family and friends.

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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Provider Assessment is in place for all new referrals, this system is to confirm that the service is able to meet the needs, outcomes and wishes for prospective residents that wish to reside at the home. All residents have an individualised Personal Plan which is created with the residents or their legal representatives .</p> <p>The Management team ensure that the individual Personal Plans are reviewed on a regular basis to ensure that the home is able to meet the residents care and support needs. This review is undertaken with the residents or their legal representative where their wishes and feeling about the care and support needs are discussed and documented.</p> <p>The Management ensure that any Individuals who reside within the safe unit within the home have been assessed under the Deprivation of Liberty Safeguards processes.</p> <p>An annual satisfaction questionnaire is given to all stakeholders and the views are collated and used to shape the running of the home.</p> <p>There is a robust system in place to ensure that all staff have the opportunity to meet with their line manager on a 1:1 basis on a 8 weekly basis. The ethos that we strive to embed within our supervision session are based on the following principles:</p> <ul style="list-style-type: none"> • Promote effective communication between managers and staff . • Provide advice, guidance and direction for staff. • Discuss any issues or concerns that staff may have relating to service users. • Support learning and development for staff. • Make staff feel valued and positively impact on staff morale and wellbeing. • Support problem solving and service development. <p>Team Meetings are used as a tool to keep everyone informed of any information or changes associated with the service and to problem solve if required.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All residents are assessed prior to admission into the Home by a Social Worker and a bespoke care and support plan is devised to ensure that the home has the relevant documentation to undertake their own Provider Assessment, this assessment demonstrates if the home is able to meet the care and support needs of the individual or not. The residents are fully involved in making decisions about their care and support needs</p> <p>There is a good working relationship between the home and other Health and Social Care professionals and regular contact is made to ensure that information pertaining to individual's wellbeing is shared and appropriate access to specialist support is available.</p> <p>There is a robust medication management system in place which is audited on an annual basis by the local Pharmacy.</p> <p>Residents experience a range of meaningful activities and opportunities that can promote their health and wellbeing. Resident's meeting's are held this gives an opportunity for their views and input into the running of the home, this includes menu planning. Residents can choose well-presented healthy meals, snacks and drinks throughout the day.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a clear and robust recruitment process which is embedded into the service. Prospective staff are not appointed until the service receives confirmation of an enhanced DBS check, two written references (one from current employer) and full employment history from leaving school, which indicated the reason as to why they have left employment.</p> <p>All staff have an enhanced DBS for the service that they intend to work in. There is a system in place to monitor the DBS dates, this is reviewed on a monthly basis by the Administrative Team and the Registered Manager.</p> <p>Safeguarding training is a mandatory training which staff are required to undertake within their probation period, staff are required to undertake this training every 3 years.</p> <p>Risk Assessments are conducted and agreed with the residents and / or their representatives to ensure the safety of the individual and staff. There is evidence that risk assessments are updated to reflect any changes and these are communicated to staff in a timely manner.</p> <p>Staff are aware of the need to complete the Health & Safety Form (ADIR) however no incident has been recorded in this reporting period.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents benefit from a warm, comfortable and homely environment with plenty of natural light and sufficient space. The environment is clean, tidy and well-looked after. The home works closely with the Council's property Department and an annual schedule of works programme is devised every year to ensure that the Home is maintained to a sufficient level.</p> <p>The home complies with all current Fire Regulations and is fitted with a L1 Fire Alarm System, which is maintained by Snowdonia Fire Protection. A fire risk assessment has been developed for the home and is fully equipped with fire detection devices and firefighting equipment. The building is designed to offer correct barriers, compartments and escape routes. The alarm is tested on a weekly basis. A Fire Marshal is available on all shifts.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>

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

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

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

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	Parkinson Awareness First Aid Well-being Data Protection Cyber Awareness Modern Slavery Prevent More than Words
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	

No. of staff in post	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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/A
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	17
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	7
Manual Handling	2
Safeguarding	7
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Well-being Data Protection Cyner Awareness Modern Slavery Prevent More than Words All Wales Induction Programme Workshops
<p>Contractual Arrangements</p>	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:30 - 15:00 - 4 members of staff 15:00 - 22:00 - 3 members of staff 22:00 - 07:45 - 2 members of staff
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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 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

Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Ask & Act
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

