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:		Values in Care	Ltd
The provider was registered on:		22/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Westwood Drive		
were:	Service Type	C	Care Home Service
	Type of Care	A	dults Without Nursing
	Approval Date	22	2/05/2018
	Responsible Individual(s)	G	Sary Thompson
	Manager(s)	K	aterina Zlamalova-Brown
	Maximum number of places	1	
	Service Conditions		here are no conditions associated to this service
	Fairview house and White Cottage		
	Service Type	С	Care Home Service
	Type of Care	A	dults Without Nursing
	Approval Date	22	2/05/2018
	Responsible Individual(s)	G	Gary Thompson
	Manager(s)	Ly	ydia Evans
	Maximum number of places	5	
	Service Conditions	TI	here are no conditions associated to this service
	Graig Llwyd		
	Service Type	С	Care Home Service
	Type of Care	A	dults Without Nursing
	Approval Date	22	2/05/2018
	Responsible Individual(s)	G	Sary Thompson
	Manager(s)	Je	ennifer Jenkins
	Maximum number of places	6	
	Service Conditions	TI	here are no conditions associated to this service
	Green Gables		
	Service Type	С	Care Home Service
	Type of Care		dults Without Nursing
	Approval Date		2/05/2018
	Responsible Individual(s)	G	Gary Thompson

Hannah Willcox

There are no conditions associated to this service

Manager(s)

Maximum number of places

Service Conditions

Pen Y Fai House		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	23/05/2018	
Responsible Individual(s)	Gary Thompson	
Manager(s)	Hannah Willcox	
Maximum number of places	1	
Service Conditions	There are no conditions associated to this service	

Prince Llewellyn Farm		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	23/05/2018	
Responsible Individual(s)	Gary Thompson	
Manager(s)	Katerina Zlamalova-Brown	
Maximum number of places	5	
Service Conditions	There are no conditions associated to this service	

Sunnyhill	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Naomi Davies
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

21 Towyn Way	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Donna Nicholas
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

The Old Vicarage		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	22/05/2018	
Responsible Individual(s)	Gary Thompson	
Manager(s)	Naomi Davies	
Maximum number of places	4	
Service Conditions	There are no conditions associated to this service	

Ty Cornel	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
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Responsible Individual(s)	Gary Thompson
Manager(s)	Stephen Robinson
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Bramble Cottage	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Ger Y Nant		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	22/05/2018	
Responsible Individual(s)	Gary Thompson	
Manager(s)		
Maximum number of places	4	
Service Conditions	There are no conditions associated to this service	

Maes Y Bryn		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	23/05/2018	
Responsible Individual(s)	Gary Thompson	
Manager(s)	Stephen Robinson	
Maximum number of places	5	
Service Conditions	There are no conditions associated to this service	

Maes Y Rhyddid	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Karla Williams
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Tyn Y Wern	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Hannah Willcox
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Pen y Coed	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/08/2018
Responsible Individual(s)	Gary Thompson
Manager(s)	Leigh Burgess
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

80 Westwood Drive	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/07/2019
Responsible Individual(s)	Gary Thompson
Manager(s)	Katerina Zlamalova-Brown
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Values in Care - Domiciliary Cardiff and the Vale	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/01/2020
Responsible Individual(s)	Gary Thompson
Manager(s)	Gareth Carter
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Values in Care - Domiciliary Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/01/2020
Responsible Individual(s)	Gary Thompson
Manager(s)	Gareth Carter
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Saer Coed	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	22/07/2020
Responsible Individual(s)	Gary Thompson
Manager(s)	Kelly Powell
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

f	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	A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are deliv ered and monitored. Training that is regulated or required for an individual is accredited and delivered by an qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles egeLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 9 5% compliance is our aim.
f	Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year, the recruitment process has consist ed of indeed, word of mouth and refer a friend, the onboarding process has been managed through the safe screening process in I ine with RISCA guidelines. There are many incentives in place to aide retention such as, training bonus, refer a friend bonus, reten tion bonus paid at month seven, salary sacrifice scheme, monthly supervisions, training opportunities and career progression pathways.

Service Details

Name of Service	21 Towyn Way
Telephone Number	01443218725
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Makaton

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1847.86
The maximum weekly fee payable during the last financial year?	2140.71

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Towyn Way has an outside garden area that the people we support can access at all times. This consists of an area of decking which is covered and has seating, a green house and grassed areas, with benches and a seating area. It has a locked gate at the side entrance for safety and can also be accessed via the main kitchen area.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening. Where people required support with their mental health and well being provisions are in place from the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.

The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a nv concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee tinas. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The home is designed around the needs of the individuals that The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust outcomes. or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti es.

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)

7

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

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

Staff Type

Does your service structure include roles of this type?	Yes
	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year
Filled and vacant posts	
Filled and vacant posts No. of staff in post	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	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	1	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support	
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 ype?	Yes

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

Filled and vacant posts

No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	1	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
	0
No. of staff working towards the required/recommended qualification	

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	2
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transformation of outlined above'.	y have been undertaken. Any training not listed
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling Safeguarding	10
Medicine management	8
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR MCA/DOLS Autism Awareness Mental Health awareness Nutrition & Hydration Person Centered Care Learning disabilities Communication Fire safety Basic Life support
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.

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.	8am - 8pm x 4 Daily 8pm -8am 2 x Nightly
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	2
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 Details

Name of Service

Telephone Number	01443809355
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

80 Westwood Drive

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3870.02
The maximum weekly fee payable during the last financial year?	3870.02

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

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?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Use of drive and grounds at the front of the house.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development s uch as money handling, interaction skills, social skills and cookery skills.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they People are supported through various forums and processes to have choice about their care and support, and opportunities ensure they have choice about their care and support, this has are made available to them. included review meetings with family present if requested by the person, house meetings, care plans are person centred and ev idence choice. There are vocational plans in place which detail person interest s and opportunities to try new things through positive risk takin Inclusive communication tools are in place at the home includin g Widgit for menu choices, activities and ad-hoc activities. Outc omes for the person are clearly identified and showcased throu gh pictures and reports The extent to which people are happy and supported to There is access to general health care facilities in the communit maintain their ongoing health, development and overall y, promoting autonomy and independence in this area, all medi wellbeing. For children, this will also include intellectual, social cal appointments have been attended to ensure the ongoing su and behavioural development. pport of good health. The extent to which people feel safe and protected from abuse The persons who live at the home appear happy, safe and conf ident with their support, due to capacity they were unable to ex and neglect. plain the extent of this however care plan notes, feedback from family and significant people in the persons life felt the person was safe. Individuals are supported to express their feelings as part of ev eryday support, this is supported by a communication profile so that staff members would know if a person was acting in a away that may indicate they felt unsafe. There is a service user guide in place which provides details of the complaints procedure as well as details of the CIW if the per son or family member wishes to raise concerns There is training in place for all staff to understand their roles a nd responsibilities in terms of safeguarding vulnerable adults There are robust safeguarding procedures in place, the staff te am discuss this has part of team meeting, supervisions, the ma nagement team are supportive and approachable. The recent audits show how the staff team ensure there adhere to the com pany policies. The extent to which people live in accommodation that best The home is a designed around the needs of the individual, the supports their wellbeing and achievement of their personal re is bespoke furniture in place which is robust and ensures the outcomes. safety of the individual, there is ample space inside and outside the home for the person to meet all their daily needs, there has been lots of positive risk assessment and restriction reduction t o increase independence particularly in the kitchen area of the home, the individual is now able to safely make drinks for guest

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 | 4.20 31 March)

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

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

Staff	Туре
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Does your service structure include roles of this type?

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children	
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	

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	
	<u> </u>	
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	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, E uality and Diversity, Fire safety, GDPR&DP, Learn ng Disabilities, MCA&DOLS, Mental Health, Nutritin, Oral Health, Safeguarding, Safeguarding children
Contractual Arrangements	
•	1
•	0
No. of permanent staff	
No. of permanent staff No. of Fixed term contracted staff	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 0 0 d term contact staff by hours worked per week.

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.	day shift: 9-5 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Set out the number of staff who undertook relev provided is only a sample of the training that macan be added to 'Please outline any additional to not outlined above'.	
Induction	
1	3
Health & Safety	7
Health & Safety	7
Health & Safety Equality, Diversity & Human Rights	7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	7 7 7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	7 7 7 7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	7 7 7 7 7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	7 7 7 7 7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	7 7 7 7 7 7 7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	7 7 7 7 7 7 0 7
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	7 7 7 7 7 7 7 7 7 7 Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding childre
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	7 7 7 7 7 7 7 7 7 7 Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding childre
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	7 7 7 7 7 7 7 7 7 Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	7 7 7 7 7 7 7 7 Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	7 7 7 7 7 7 7 7 7 Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children

Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
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.	day shift: 9-5 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	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 Details

Name of Service

Telephone Number	01443822709
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Bramble Cottage

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	2849.14
The maximum weekly fee payable during the last financial year?	3867.92

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	3
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?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	All residents have access to patio areas with BBQ facilities, as wel I as patio furniture additional seating under a pergola surrounded by well kept lawn areas. In addition to this we have flowered beds and shrubs surrounding the outside space.
Provide details of any other facilities to which the residents have access	No other facilities on site - however all residents access communit y based facilities on a daily basis including the Hub that provides daily activities, social events and lifestyle skill building

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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 Each individual in the home has an assessment report which w have choice about their care and support, and opportunities as carried out before their placement was confirmed this details are made available to them. their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is review in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard. The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health apwellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a and neglect. ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

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

Number of posts and staff turnover

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 neriod during which the staff n

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional training that make the sample of the training that make the sample of the training that make the sample of t	ant training. The list of training categories
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
nfection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Buccal
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

be registered with Social Care Wales as a Service Manager	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy - QCF Level 4 & 5
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
No. of staff in post	8
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	ant training. The list of training categories
Induction	
Health & Cafaty	8
nealth & Salety	8
•	
Equality, Diversity & Human Rights	8
Equality, Diversity & Human Rights Infection, prevention & control	8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	8 8 8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	8 8 8 8
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	8 8 8 8 8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	8 8 8 8 8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	8 8 8 8 8 8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	8 8 8 8 8 8 0 8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	8 8 8 8 8 8 0 8
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	8 8 8 8 8 8 0 0 8 8 Epilepsy

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	2 staff working 8am-8pm + 11pm-8am Sleeping shif t 1 staff working 10-4pm - Mon-Fri 1 staff working 8-6pm daily
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
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 Details

Name of Service

Telephone Number	01443421813
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Fairview house and White Cottage

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	2486.32
The maximum weekly fee payable during the last financial year?	3707.69

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden Cabin area for activities
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 $\underline{\text{guidance}}$ 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 Each individual in the home has an assessment report which w have choice about their care and support, and opportunities as carried out before their placement was confirmed this details are made available to them. their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is review in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard. The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health apwellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services. Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. One person was attending college and had done for some year s and had made some lifelong connections with like minded indi Another individual was supported to make traditional foods ass ociated with their religious beliefs but a healthier version due to some health issues, the individual was also supported on a rout ine basis to discuss their concerns with a linguist that spoke the ir first language The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust outcomes or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti The home has a purpose built sensory room outside the home which the people we support thoroughly enjoy, the additional sp ace has been welcomed by all. There is also an allotment a few 100 metres away from the hom e which the people we support use to grow their own produce.

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 | 13 31 March)

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life support Care Plan training Epilepsy

Contractual Arrangements

ı		
	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	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Live Saving Care Planning	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff		
	0	
No. of volunteers	0 0	
No. of volunteers No. of Agency/Bank staff		
	0	

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	1
be registered with Social Care Wales as a Service Manager	
No. of staff working toward required/recommended	0
qualification to be registered with Social Care Wales as a Service Manager	
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vecent neets	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial yea	
Set out the number of staff who undertook relevant provided is only a sample of the training that may	
can be added to 'Please outline any additional tr not outlined above'.	aining undertaken pertinent for this role which is
can be added to 'Please outline any additional tr	aining undertaken pertinent for this role which is
can be added to 'Please outline any additional tr not outlined above'.	aining undertaken pertinent for this role which is
can be added to 'Please outline any additional tr not outlined above'.	aining undertaken pertinent for this role which is
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	aining undertaken pertinent for this role which is 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	aining undertaken pertinent for this role which is 1 1 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	aining undertaken pertinent for this role which is 1 1 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	aining undertaken pertinent for this role which is 1 1 1 0
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	aining undertaken pertinent for this role which is 1 1 1 0 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	aining undertaken pertinent for this role which is 1 1 1 1 1 1 0 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	aining undertaken pertinent for this role which is 1 1 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	aining undertaken pertinent for this role which is 1 1 1 1 1 1 0 1
can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	aining undertaken pertinent for this role which is 1 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training
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can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	aining undertaken pertinent for this role which is 1 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training Epilepsy
can be added to 'Please outline any additional trinot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	aining undertaken pertinent for this role which is 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training Epilepsy
can be added to 'Please outline any additional trinot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	aining undertaken pertinent for this role which is 1 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training Epilepsy
can be added to 'Please outline any additional trinot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	aining undertaken pertinent for this role which is 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training Epilepsy
can be added to 'Please outline any additional trinot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	aining undertaken pertinent for this role which is 1 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training Epilepsy 1 0 0 0 0 0
can be added to 'Please outline any additional trinot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	aining undertaken pertinent for this role which is 1 1 1 1 1 0 1 1 1 Basic Life Support Care Planning training Epilepsy 1 0 0 0 0 0

No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Care Plan training Epilepsy	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours)	0
staff	
Outline below the number of permanent and fixe	ed 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
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.	12 hr shifts (40 hrs)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this	Yes
type?	
Filled and vacant posts No. of staff in post	16
· · · · · · · · · · · · · · · · · · ·	0
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	
Induction	
Health & Safety	14
Equality, Diversity & Human Rights	14
intection, prevention & control	14
**	14 14
Infection, prevention & control Manual Handling Safeguarding	14 14 14
Manual Handling	14 14 14 0
Manual Handling Safeguarding	14 14 14 0 14
Manual Handling Safeguarding Medicine management	14 14 14 0 14 12
Manual Handling Safeguarding Medicine management Dementia	14 14 14 0 14 12 0
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	14 14 14 0 14 12 0 14
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	14 14 14 0 14 12 0 14 14
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	14 14 14 0 14 12 0 14 14
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	14 14 14 0 14 12 0 14 12 Basic Life Support

ľ

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hrs a day / sleep 4 hrs daily
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	5
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 Details

Name of Service

01443411253
English Medium

Ger Y Nant

Service Provision

People Supported

How many people in total did the service provide care and	4
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	2927.12
The maximum weekly fee payable during the last financial year?	4382.49

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There's a large garden with a patio seating and also gazebo area. Annex where the resident complete arts and crafts, a jukebox to listen to music also a projector.
Provide details of any other facilities to which the residents have access	There is a garden swing

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service		
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes	
Makaton	Yes	
British Sign Language (BSL)	No	
Other	Yes	
List 'Other' forms of non-verbal communication used	lpad is used to promote choice through communication allowing the individual to part of the choice making process. A now and next book is provided to support inviduals to transition between activities	

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.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

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

As part of the internal review process all health needs are addressed and monitored, this includes access to general health ap pointments and annual health checks and routine screening. Where people required support with their mental health and well being provisions are in place for the local learning disabilities team or mental health services.

Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions

There are opportunities provided for people to develop their ski lls either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification

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

As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a ny concerns.

Each individuals communication plan provides details on how the person would communicate if they are upset of felt unsafe and how their supporting person should respond.

There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.

All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee tings.

Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon.

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in.

Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople.

The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others they live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activities

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 16

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'.

0
1
1
1
1
1
1
0
1
1
Autism Awareness Basic Life Support Communication Equality & Diversity Fire safety GDPR and data protection Learning Disabilities MCA & DOLS Mental Health Awareness Nutrition and Hydration Oral Health Person Centred Care Swanton Ethos

Contractual Arrangements

14 No. of permanent staff

No. of Fixed term contracted staff	1_
	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)	11
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
	1.
No. of staff in post	1
No. of staff in post No. of posts vacant	0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	or for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional tr	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1 1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1 1 1 0

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support Communication Equality & Diversity Fire safety GDPR and data protection Learning Disabilities MCA & DOLS Mental Health Awareness Nutrition and Hydration Oral Health Person Centred Care Swanton Ethos
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
type :	
Catering staff	

No

Service Details

Name of Service	Graig Llwyd
Telephone Number	01443405705
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6

Fees Charged

The minimum weekly fee payable during the last financial year?	2871.54
The maximum weekly fee payable during the last financial year?	4160.17

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?	Discussions are had in house meetings, 1:1 meetings and also re view meetings.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Outside garden space and patio area

Provide details of any other facilities to which the residents have access

Sensory room separate from 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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
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.

The extent to which people feel their voices are heard, they
have choice about their care and support, and opportunities
are made available to them.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

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

As part of the internal review process all health needs are addressed and monitored, this includes access to general health ap pointments and annual health checks and routine screening. Where people required support with their mental health and well being provisions are in place for the local learning disabilities team or mental health services.

Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions

There are opportunities provided for people to develop their ski lls either through the local educational facilities such as college s or volunteer placements or where people were unable to access these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.

The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a nv concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee tinas. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The home is designed around the needs of the individuals that The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust outcomes. or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti es.

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

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

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

Staff Type

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

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 Health & Safety 1 Equality, Diversity & Human Rights 1 1 Infection, prevention & control Manual Handling 1 1 Safeguarding 1 Medicine management 0 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken Buccal Midazolam, Epilepsy, Basic Life Support, Ca pertinent to this role which is not outlined above. re planning. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 1 No. of part-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager 0 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager

Yes		
pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.		
Filled and vacant posts		
1		
0		

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 1 Health & Safety 1 1 Equality, Diversity & Human Rights Infection, prevention & control 1 1 Manual Handling Safeguarding 1 Medicine management 1 0 Dementia 1 Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this No type? Registered nurses Does your service structure include roles of this type?

Senior social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional transcription of outlined above'.	ant training. The list of training categories
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	8-8/20-8 2
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	1

Does your service structure include roles of this	Yes
type?	100
Important: All guestions in this section relate and	spirically to this role type only. Upless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos	ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	22
No. of posts vacant	4
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional training that during the sample of the training that may be added to 'Please outline any additional training the sample of the	ant training. The list of training categories
Induction	6
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	22
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Basic Life Support, Care Planning & Eppsy
Contractual Arrangements	
No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-8/20-8 minimum 6 staff/maximum 8 staff/3 staff at night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18

No. of staff working towards the required/recommended qualification	4	
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 Details

Name of Service	Green Gables
Telephone Number	01656 720809
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	4
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	3197.47
The maximum weekly fee payable during the last financial year?	4521.09

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?

Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to tak e in the interview process of support staff, including completion of satisfactory survey. in relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 visits.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Green Gables consists of the main property with a single service (Pen Y Nant Lodge) an additional outbuilding used as a sensory/a ctivity room set within the large and spacious grounds. The grounds have a large grassed area that is maintained regularly, there is also a trampoline on the grounds.
Provide details of any other facilities to which the residents have access	The property has easy access to major cities, beaches, forestry w ith Cardiff in one direction and Swansea in the other direction as well as other places of interest. More locally there is access to Bryngarw Park, Bedford Parc and Parc Slip Nature Reserve, McGarthur Glen outlet, Ogmore riding centre, Local Leisure centres in Ynysawrde and Maesteg. Porthcawl is a short drive away for walks along the coast and othe r seaside attractions.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, communication file, now and next, body lang uage, eye contact

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health ap wellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services. Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th

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)

19

es

ey live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

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

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

Staff Type

Service Manager

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

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	1	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Communication, Fire safety	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed 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	l.,	
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.

No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Communication, 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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No

Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	No	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Details

Name of Service	Maes Y Bryn
Telephone Number	01443413499
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and	5
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	2758.10
The maximum weekly fee payable during the last financial year?	3446.17

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is a large space with extensive gardens it is a safe environment with the individuals all being compatible. This has been a ssessed using compatibility assessments to assess suitability. The home also has a large decked area, with an Annex which contains a TV sensory area pool table, games and art and crafts areas.
Provide details of any other facilities to which the residents have access	The individuals in the home have access to the sensory room whi ch is on site as well as the Hub vocational facility which is in the n earby village of Cilfynydd

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Now and next boards this supports individuals to transition betwee n activities without increased anxieties, Communication passports are used and reviewed within MYB.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health ap wellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services. Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent

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)

15.90

es.

y of areas for people to use to have some space from others th

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

ey live with or enjoy company in communal areas.

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post	1		
No. of posts vacant	0		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	1		
Health & Safety	15		
Equality, Diversity & Human Rights	15		
Infection, prevention & control	15		
Manual Handling	15		
Safeguarding	15		
Medicine management	15		
Dementia	0		
Positive Behaviour Management	15		
Food Hygiene	15		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Pecs		
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	2		
Outline below the number of permanent and fixed	Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	9		
No. of part-time staff (17-34 hours per week)	6		
No. of part-time staff (16 hours or under per week)	0		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1		
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0		
Deputy service manager			
Does your service structure include roles of this type?	Yes		

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Communication Pecs	
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	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9	
No. of part-time staff (17-34 hours per week)	6	
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?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	pecs
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	2
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in	8AM-8PM 8AM-9PM, SLEEP X1,	
each shift.	9-5 X1, NIGHT WAKING 8PM-8AM	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
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	15	
No. of posts vacant	3	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	2	
Health & Safety	15	
Equality, Diversity & Human Rights	15	
Infection, prevention & control	15	
Manual Handling	15	
Safeguarding	15	
Medicine management	15	
Dementia	15	
Positive Behaviour Management	15	
Food Hygiene	15	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	pecs	
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	2	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	9	
No. of part-time staff (17-34 hours per week)	6	
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 8AM-8PM 3, at the service in this role type. You should also include the average number of staff working in 8AM-9PM, X1 SLEEP X1, each shift. 9-5 X1, NIGHT WAKING 8PM-8AM 6 STAFF DURING 8AM-8PM Staff Qualifications 13 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 2 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff Does your service structure include roles of this No Other types of staff Does your service structure include any additional No role types other than those already listed?

Service Profile

Service Details

Name of Service	Maes Y Rhyddid
Telephone Number	01443405048
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	5
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	2758.10
The maximum weekly fee payable during the last financial year?	4134.01

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Outside grounds with multiple gardens. Outdoor area with trampoline and swing area.
Provide details of any other facilities to which the residents have access	Activity room in separate dwelling. Sensory room in separate dwelling.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS) Yes	
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	widgets, social stories, visual scheduling

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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 Each individual in the home has an assessment report which w have choice about their care and support, and opportunities as carried out before their placement was confirmed this details are made available to them. their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard. The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health ap wellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a and neglect. nv concerns Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

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

Number of posts and staff turnover

Staff Qualifications

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
Contractual Arrangements	
No. of permanent staff	1
No. of permanent staff No. of Fixed term contracted staff	0
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0 d term contact staff by hours worked per week.

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	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 Training undertaken during the last financial yea	1 r for this role type.	
No. of posts vacant	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
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Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 2 2 2 2 2 2 0 2 0 2	
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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	
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.	3 x 12 hour shift + 1 sleep in shift	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
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		
Filled and vacant posts		
Filled and vacant posts No. of staff in post	13	
	13 2	
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that ma	ar for this role type. ant training. The list of training categories	
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	1	
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)	10	
No. of part-time staff (17-34 hours per week)	3	
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.	3x 12 hour shift + 1 sleep in for full time staff	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10	
No. of staff working towards the 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 Details

Name of Service

Telephone Number	01495212712
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Pen y Coed

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	2424.09
The maximum weekly fee payable during the last financial year?	4817.69

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?	monthly meetings are held with every person we support which fin ds out what each person likes and dislikes and what they want to change and what they want to stay the same. this meeting uses w hat communication system the person uses such as PEC's and m akaton. this is then recorded on each person monthly review which also then feeds into each persons 6 monthly review.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
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	front garden space has parking available for each persons car an d staff members cars. the garden has been landscaped and the b ack garden contains a moevable pool, a fixed swing for all the peo ple we support to use. We are also creating a vegetable patch at t he back of the garden.
Provide details of any other facilities to which the residents have access	each person we support has access to a sensory room where a n umber of activites take place. this includes

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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 Each individual in the home has an assessment report which w have choice about their care and support, and opportunities as carried out before their placement was confirmed this details are made available to them. their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard. The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health apwellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a and neglect. ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

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

Number of posts and staff turnover

Staff Qualifications

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 entere

Staff Type

Service Manager	
Does your service structure include roles of this	Yes
type?	103
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcription of outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peg use and management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
	1
No. of full-time staff (35 hours or more per week)	1 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0

No. of staff who have the required qualification to	0
be registered with Social Care Wales as a Service Manager	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
vvales as a Service ivaliager	
Deputy service manager	
Does your service structure include roles of this type?	Yes
type.	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial yea	or for this role type
Set out the number of staff who undertook relevation provided is only a sample of the training that makes and be added to 'Please outline any additional transformation outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peg use and management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	
Other supervisory staff	
	Yes
Does your service structure include roles of this type?	res
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peg use and management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this type?	No		
Other social care workers providing direct care			
Does your service structure include roles of this type?	Yes		
	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Filled and vacant posts			
No. of staff in post	15		
No. of posts vacant	3		
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional transcription of outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15 15 15		
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Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15 15 15 16 17 18 19 19 10 10 11 11 11 11 11 11 11 11 11 11 11		
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15 15 15 15 15 15 15 15		
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15 15 15 16 17 18 19 19 10 10 10 10 11 11 11 11 11 11 11 11 11		
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Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 15 15 15 15 15 15 15 15 15 15 10 10 11 11 11 12 13 14 15 15 15 15 16 17 18 18 19 19 10 10 10 10 10 11 11 11 11 11 11 11 11		

No. of part-time staff (16 hours or under per week)	3
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	shift pattern = 8-8, 10-10, sleep-in and wake-in average number of staff per shift 7
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	4
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

Telephone Number	01656729885
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Pen Y Fai House

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	4544.61
The maximum weekly fee payable during the last financial year?	4544.61

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to tak e in the interview process of support staff, including completion of satisfactory survey. in relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 visits.

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?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	At Pen Y Fai house there is a back garden that consists of table a nd chairs on a patio area to sit out in the summer time, or dry wea ther. There is a lawn that is maintained regularly, with flower beds. There is an outside shed to store all recycling items. At the front of the property is drive way with a small stoned area a nd flower beds.
Provide details of any other facilities to which the residents have access	The property has easy access to major cities, beaches, forestry w ith Cardiff in one direction and Swansea in the other direction as well as other places of interest. More locally there is access to Bryngarw Park, Bedford Parc and Parc Slip Nature Reserve, McGarthur Glen outlet, Ogmore riding centre, Local Leisure centres in Ynysawrde and Maesteg. Porthcawl is a short drive away for walks along the coast and othe r seaside attractions.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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 Each individual in the home has an assessment report which w have choice about their care and support, and opportunities as carried out before their placement was confirmed this details are made available to them. their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard. The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health apwellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a and neglect. ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

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

Number of posts and staff turnover

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

Staff Type

Service Manager	
Does your service structure include roles of this ype?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
nduction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
nfection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
ood Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, communication, fire safety
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed 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

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

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

Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	No	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	
	,	

Service Profile

Service Details

Name of Service	Prince Llewellyn Farm
Telephone Number	01443412208
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2216.34

The maximum weekly fee payable during the last financial year?	3739.96
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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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Summer house with a pool table and and TV unit, pagola area for enjoyment during the summer, horticulture project located next to the home, extensive grounds with seating area and area to enjoy outdoors sports during the summer time.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development s uch as money handling, interaction skills, social skills and cookery skills.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they Each individual in the home has an assessment report which w have choice about their care and support, and opportunities as carried out before their placement was confirmed this details are made available to them. their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard. The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health apwellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a and neglect. ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f outcomes. eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople. The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti

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

Number of posts and staff turnover

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spetated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Eduality and Diversity, Fire safety, GDPR&DP, Learn ng Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
, , ,	+

0

No. of part-time staff (16 hours or under per week)

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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	1	
1 1. 1	I	
Infection, prevention & control	1	
Infection, prevention & control Manual Handling	1	
Infection, prevention & control Manual Handling Safeguarding Medicine management	1	
Infection, prevention & control Manual Handling Safeguarding Medicine management	1 1 1	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1 1 1 1 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	1 1 1 1 0 1	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1 1 1 1 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, Euality and Diversity, Fire safety, GDPR&DP, Learn g Disabilities, MCA&DOLS, Mental Health, Nutritien, Oral Health, Safeguarding, Safeguarding children.	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, Euality and Diversity, Fire safety, GDPR&DP, Learn g Disabilities, MCA&DOLS, Mental Health, Nutritien, Oral Health, Safeguarding, Safeguarding children.	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, E uality and Diversity, Fire safety, GDPR&DP, Learn g Disabilities, MCA&DOLS, Mental Health, Nutritin, Oral Health, Safeguarding, Safeguarding childrin	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, Euality and Diversity, Fire safety, GDPR&DP, Learn g Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, Euality and Diversity, Fire safety, GDPR&DP, Learn ng Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children n	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, Euality and Diversity, Fire safety, GDPR&DP, Learn g Disabilities, MCA&DOLS, Mental Health, Nutritien, Oral Health, Safeguarding, Safeguarding children 1 0 0 0 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Autism, Basic Life Support theory and practical, Euality and Diversity, Fire safety, GDPR&DP, Learn g Disabilities, MCA&DOLS, Mental Health, Nutritien, Oral Health, Safeguarding, Safeguarding children 1 0 0 0 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	

Staff Qualifications		
Starr Qualifications		
	1	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff	,	
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children	
Contractual Arrangements		

No. of Fixed term contracted staff 0 No. of Pixed term contracted staff 0 No. of Agency/Bank staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) of staff of Non-guaranteed hours contract (zero hours) of 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 (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 seach shift. 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 seach shift. Staff Qualifications Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required precommended qualification of the required precommended qualification Other rockid cere workers providing drect cere Does your service structure include roles of this Yes Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 14 No. of posts vacant Training undertaken during the last financial year for 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 who undertoke relevant training. The list of training categories provided is only a sample of the training that may have been undertaken pertinent for this role which is not outline above. Induction 10 Health & Safety 14 Equality, Diversity &			
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No. of Agency/Bank staff 0	No. of Fixed term contracted staff	0	
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) 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. Staff Qualifications Staff Qualifications Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 14 No. of posts vacant 5 Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to "Please outline any additional training undertaken pertinent for this role which is not outlined above". Induction 10 Health & Safety 14 Medicine management 14 Medicine management 14 Dementia Outline below the number of part week. 15	No. of volunteers	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of part-time staff (17-34 hours per week)	No. of Agency/Bank staff	0	
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (17-34 hours per week) 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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker. No. of staff working towards the required/recommended qualification Ones your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post No. of posts vacant 5 Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 10 Heath & Safety 14 Medicine management 14 Medicine management 14 Medicine management 14 Dementia	,	0	
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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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 14 No. of posts vacant 5 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 Induction 10 Health & Safety Equality, Diversity & Human Rights 14 Infection, prevention & control 14 Manual Handling 14 Medicine management 14 Dementia Dementia	No. of part-time staff (16 hours or under per week)	0	
at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post No. of staff in post 14 No. of posts vacant 5 Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 10 Health & Safety Equality, Diversity & Human Rights 14 Infection, prevention & control Manual Handling 34 Medicine management 14 Dementia O 3	Typical shift patterns in operation for employed	staff	
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be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 10 Health & Safety Equality, Diversity & Human Rights 14 Manual Handling 14 Medicine management 14 Dementia O	Staff Qualifications		
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No. of posts vacant Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 10 Health & Safety 14 Equality, Diversity & Human Rights 14 Infection, prevention & control Manual Handling 14 Safeguarding 14 Medicine management 14 Dementia 0	Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise	
No. of posts vacant Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 10 Health & Safety 14 Equality, Diversity & Human Rights 14 Infection, prevention & control Manual Handling 14 Safeguarding 14 Medicine management 14 Dementia 0	Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise	
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Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia 14 14 14 15 16 17 18 19 19 10 10 10 10 10 10 10 10	Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia 14 Dementia	Important: All questions in this section relate spe stated, the information added should be the pose. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years and the staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to	perifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 14 5 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift: 09.00-20.00 x 1 staff day shift: 08.00-20.00 x 3 staff day shift: 07.00-19.00 x 2 staff sleep in shift: 20.00-08.00 x 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Vocational services - Supporting individuals across the organisation in all aspect of Education, leisure and social needs based on individual and or group sessions on a daily basis
	Estates team members - Supporting all homes across Values in Care to maintain a high standard enviousment with both planned maintenance and reactive works on a daily basis.
Filled and vacant posts	
Filled and vacant posts No. of staff in post	9

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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Estates team members - complete training in line with Health & Safety Compliance
Contractual Arrangements	

	No. of permanent staff	9
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	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)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service	Saer Coed

Telephone Number	01633493044
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	5
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	3447.64
The maximum weekly fee payable during the last financial year?	5519.08

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?	N/A

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large outdoor garden and patio
Provide details of any other facilities to which the residents have access	Sensory room

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

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

As part of the internal review process all health needs are addressed and monitored, this includes access to general health ap pointments and annual health checks and routine screening. Where people required support with their mental health and well being provisions are in place for the local learning disabilities team or mental health services.

Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions

There are opportunities provided for people to develop their ski lls either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification.

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

As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a ny concerns.

Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond.

There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.

All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings.

Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon.

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in.

Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople.

The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others the y live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activities

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 | 19 31 March)

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

1
0
0
0
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	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	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?	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	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	2	
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	8-8/20-8 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	5
Training undertaken during the last financial year Set out the number of staff who undertook relevant	ar for this role type.
	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed
can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	19 19 19 19 19
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	19 19 19 19 19
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	19 19 19 19 19 19
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	19 19 19 19 19 19 19

L

No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	5
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	3
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.	8-8/20-8 8 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	4
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	Sunnyhill
Telephone Number	01656670836
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	5102.09
The maximum weekly fee payable during the last financial year?	5102.09

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Support and consulta tion visits also take place with the individuals Responsible Person Representative. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

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?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Sunny Hill has a patio to the front of the property, leading onto the gravelled driveway and just be-yond that is an adequately sized garden. The bungalow has views out over the local fields.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development s uch as money handling, interaction skills, social skills and cookery skills.

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.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

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

As part of the internal review process all health needs are addressed and monitored, this includes access to general health ap pointments and annual health checks and routine screening. Where people required support with their mental health and well being provisions are in place for the local learning disabilities team or mental health services.

Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions

There are opportunities provided for people to develop their ski lls either through the local educational facilities such as college s or volunteer placements or where people were unable to access these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.

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

As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a ny concerns.

Each individuals communication plan provides details on how the person would communicate if they are upset of felt unsafe and how their supporting person should respond.

There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally.

All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee tings.

Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon.

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in.

Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe

The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activities

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 | 4.37 31 March)

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Learning Disabilities, GDPR, Positive Beha vioural Support, Oral health, Nutrition, Basic Life Su pport, Communication Documentation & Reporting, Mental Capacity & DoLS, PBS ABMU Train the train er, Active support

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? 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	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	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	

Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Learning Disabilities, GDPR, Positive Behavioural Support, Oral health, Nutrition, Basic Life Sport, Communication Documentation & Reporting Mental Capacity & DoLS
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
each shift. Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
be registered with Social Care Wales as a social	0
be registered with Social Care Wales as a social care worker No. of staff working towards the	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	O Yes
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be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section relate spe stated, the information added should be the positive stated. Training undertaken during the last financial year section relate spe stated, the information added should be the positive stated.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is

Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Learning Disabilities, GDPR, Positive Beha vioural Support, Oral health, Nutrition, Basic Life Support, Communication Documentation & Reporting, Mental Capacity & DoLS	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours)	0	
staff		
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
· · · · · · · · · · · · · · · · · · ·		
Typical shift patterns in operation for employed s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08:00-20:00 20:00-23:00 - Sleep - 07:00-08:00 08:00-17:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social	2	
No. of staff working towards the	0	
required/recommended qualification		
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
туре:		
Other types of staff		

Service Details

Name of Service	The Old Vicarage
Telephone Number	01656 841508
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have a number of welsh speaking staff within the service.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	2784.60
The maximum weekly fee payable during the last financial year?	3804.97

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service is in a rural location with a large outdoor space. Within the garden we have a large trampoline, swing set and balance beam.
Provide details of any other facilities to which the residents have access	There is a conservatory leading from the dining room. In the garden we have a separate summer house, which houses a multi-functional room that is used as a sensory room, arts and crafts and educational area.

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	Yes
List 'Other' forms of non-verbal communication used	We utilise a system called widget, where we can develop specific communication tools to support the individual ie. social stories, co unt down calendars.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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.

<u> </u>	-
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Li berty Protection Safeguard.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of the internal review process all health needs are addressed and monitored, this includes access to general health ap pointments and annual health checks and routine screening. Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.
The extent to which people feel safe and protected from abuse and neglect.	As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a ny concerns. Each individuals communication plan provides details on how the person would communicate if they are upset of felt unsafe and how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator and responsible individual should the person wish to raise a concern externally. All persons working at the home are provided with training to understand their role in safeguarding the individuals and there are robust reporting procedures in place which are discussed with team members routinely as part of supervision and team meetings. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon.

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in.

Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople.

The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activities.

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)

13.70

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'.

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Re-accreditation for PBM ABMU trainer Autism Learning Disabilities Fire safety awareness Basic Life Support, Communication document and reporting, Diabetes, GDPR, Mental Capacity Act & DoLS, Mental Health, Nutrition, Oral Health, Person Centred Care, Positive Behavioural Support,
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care	0
Wales as a Service Manager	
Wales as a Service Manager Deputy service manager Does your service structure include roles of this	Yes
Wales as a Service Manager Deputy service manager	Yes
Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	
Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive and vacant posts	cifically to this role type only. Unless otherwise
Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. In training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. In training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set out the number of staff who undertook relevations are added to 'Please outline any additional training that may can be added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are additional training that who undertook relevations are added to 'Please outline any additional training that who undertook relevations are added to 'Please	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. In training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training the data of the training that may can be added to 'Please outline any additional training the data of the set of the training that may can be added to 'Please outline any additional training the data of the set	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. In training. The list of training categories yhave been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1

Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support, Communication docume nt and reporting, Diabetes, GDPR, Learning Disabil ities, Mental Capacity Act & DoLS, Mental Health, N utrition, Oral Health, Person Centred Care, Positive Behavioural Support,	
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	Yes	
type?		
Important: All questions in this section relate spec		
Important: All questions in this section relate spec	cifically to this role type only. Unless otherwise	
Important: All questions in this section relate sperstated, the information added should be the posi	cifically to this role type only. Unless otherwise	

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 0 1 Health & Safety Equality, Diversity & Human Rights 1 1 Infection, prevention & control 1 Manual Handling 1 Safeguarding Medicine management 1 1 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken Autism, Basic Life Support, Communication docume pertinent to this role which is not outlined above. nt and reporting, Diabetes, GDPR, Learning Disabil ities, Mental Capacity Act & DoLS, Mental Health, N utrition, Oral Health, Person Centred Care, Positive Behavioural Support, Contractual Arrangements 1

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

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 08:00-16:00 include the average number of staff working in each shift. Sleep in shift

08:00-20:00 20:00-08:00

Staff Qualifications

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

Other social care workers providing direct care Does your service structure include roles of this type?

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

Filled and vacant posts		
No. of staff in post	17	
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	6	
Health & Safety	17	
Equality, Diversity & Human Rights	17	
Infection, prevention & control	17	
Manual Handling	17	
Safeguarding	17	
Medicine management	4	
Dementia	0	
Positive Behaviour Management	17	
Food Hygiene	17	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support, Communication docume nt and reporting, Diabetes, GDPR, Learning Disabil ities, Mental Capacity Act & DoLS, Mental Health, N utrition, Oral Health, Person Centred Care, Positive Behavioural Support,	
Contractual Arrangements		
No. of permanent staff	12	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	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)	11	
No. of part-time staff (17-34 hours per week)	1	
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.	08:00-20:00 20:00-08:00 08:00-16:00 20:00-23:00 Sleep 07:00-08:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15	
No. of staff working towards the required/recommended qualification	2	
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 Details

Name of Service	Ty Cornel
Telephone Number	01443451896
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	2699.34
The maximum weekly fee payable during the last financial year?	3049.27

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Within the service we support individuals, engage in house meetin gs, attend regular review meetings, we encourage them to take p art in the interview process of support staff, including completion of satisfaction surveys. In relation to direct care individuals are en couraged to create meal planners, activity planners, including revi ew of their support plans where possible. Discussions take place with the responsible individual (RI) during Regulation 73 visits.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an enclosed garden with a garden shed the lower garde n is lawn with a swing the upper area is a patio area where the pe ople we support have barbecues and communal activities
Provide details of any other facilities to which the residents have access	There is a garage attached to the side of the house

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	Yes
List 'Other' forms of non-verbal communication used	Now and next boards this supports individuals to transition betwee n activities without increased anxieties

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of the internal review process all health needs are addressed and monitored, this includes access to general health appointments and annual health checks and routine screening. Where people required support with their mental health and well being provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, they are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification

The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a nv concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee tinas. Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The home is designed around the needs of the individuals that The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust outcomes. or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas. There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activiti es.

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)

4.20

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

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

Staff Type

Does your service structure include roles of this type?	Yes	
	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post 1		
No. of staff in post		

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 Health & Safety 1 Equality, Diversity & Human Rights 1 1 Infection, prevention & control Manual Handling 1 1 Safeguarding Medicine management 1 1 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken Communication training Pecs pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 7 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager 0 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager No Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type? Nursing care staff No Does your service structure include roles of this type?

Registered nurses

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	7
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.	8am-8pm sleep-in 9am -5pm

be registered with Social Care Wales as a social care worker	
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that mat can be added to 'Please outline any additional training the above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	7
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.	8am-8pm Sleep in 9am-5pm

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	1	
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 Details

	Name of Service	Tyn Y Wern
-		

Telephone Number	01443790962
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and	4
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	02821.42
The maximum weekly fee payable during the last financial year?	04827.20

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a gravel drive to the front of the property and a huge bac k garden which has been landscaped. The back garden also cont ains a trampoline for anyone to use if they would like to.
Provide details of any other facilities to which the residents have access	There is a sensory room but this is being redeveloped and redec orated at present. once finished, the Hub manager Lucy will have input to develop this area to include arts and crafts, sensory secti on and technology area. The Hub in Values in Care will provide educational development s uch as money handling, interaction skills, social skills and cookery skills.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they
have choice about their care and support, and opportunities are made available to them.
are made available to them.

Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan.

There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period.

Each persons care plan details where a person may require a c hoice to be made in their best interest which is supported by Li berty Protection Safeguard.

The extent to which people are happy and supported to As part of the internal review process all health needs are addr maintain their ongoing health, development and overall essed and monitored, this includes access to general health ap wellbeing. For children, this will also include intellectual, social pointments and annual health checks and routine screening. and behavioural development. Where people required support with their mental health and wel lbeing provisions are in place for the local learning disabilities t eam or mental health services. Vocational plans evidenced plenty of person centred activities t o promote health and wellbeing such as walking, relaxation and or sensory sessions There are opportunities provided for people to develop their ski Ils either through the local educational facilities such as college s or volunteer placements or where people were unable to acce ss these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provid e lifelong learning opportunities to the people we support with t he ability to achieve a recognised qualification. The extent to which people feel safe and protected from abuse As part of visits to the home individuals are observed and aske and neglect. d how they feel about their home, their team and if they have a ny concerns. Each individuals communication plan provides details on how th e person would communicate if they are upset of felt unsafe an d how their supporting person should respond. There is a service user guide in place for each individual which details how they can or be supported to make a complaint, this i s in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator a nd responsible individual should the person wish to raise a con cern externally. All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a re acted upon. The extent to which people live in accommodation that best The home is designed around the needs of the individuals that supports their wellbeing and achievement of their personal live there, the standard of living is very good, furniture is robust outcomes. or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in. Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople.

The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activities.

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)

13

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	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Communication, Fire Safety Awareness	
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)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	

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

Important: All questions in this section relate 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			
T mod drid vasant posts	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'.			
	I.		
Induction	1		
Health & Safety	1		
Equality, Diversity & Human Rights	1		
Infection, prevention & control	1		
Manual Handling	1		
Safeguarding	1		
Medicine management	1		
Dementia	1		
Positive Behaviour Management	1		
Food Hygiene	1		
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None		
Contractual Arrangements			
No. of permanent staff	1		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1		
No. of part-time staff (17-34 hours per week)	0		
No. of part-time staff (16 hours or under per week)	0		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1		
No. of staff working towards the required/recommended qualification	0		
Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	13
Health & Safety	13
Equality, Diversity & Human Rights	10
Infection, prevention & control	8
Manual Handling	13
Safeguarding	12
Medicine management	13
Dementia	0
Positive Behaviour Management	12
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-8 x5 and 2 sleep-in shifts and 1 wake-in
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11	
No. of staff working towards the required/recommended qualification	2	
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 Details

Name of Service	Values in Care - Domiciliary Cardiff and the Vale
Telephone Number	01443862476
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	0
support to during the last financial year?	

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate 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?

During this financial year we are not supporting individuals under this registration this service is currently dormant

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We have not providing any services to individuals under this re gistration during this financial year. registration is currently dor mant.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	We have not providing any services to individuals under this re gistration during this financial year. registration is currently dor mant.
The extent to which people feel safe and protected from abuse and neglect.	We have not providing any services to individuals under this re gistration during this financial year. registration is currently dor mant.

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

Number of posts and staff turnover

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

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Manual Handling	1	
Safeguarding	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Manager is currently employed with the organi sation in a PBS capacity, due to the service current ly dormant	
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	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	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	

Important: All questions in this section relate specifically to this role type only. Unless otherwise

Other social care workers providing direct care		
No		
Other types of staff		
Does your service structure include any additional role types other than those already listed?		

Service Details

Name of Service	Values in Care - Domiciliary Gwent
Telephone Number	01443862476
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	0
support to during the last financial year?	

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate 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?	We are not currently providing care under this registration. the se rvice has been dormant during this financial year

Communicating with people who use the service

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

Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Services are currently dormant - we have not provided any are support during this financial period
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.	Services are currently dormant - we have not provided any are support during this financial period
The extent to which people feel safe and protected from abuse and neglect.	Services are currently dormant - we have not provided any are support during this financial period

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)

0

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

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		
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 Health & Safety 1 Equality, Diversity & Human Rights 1 1 Manual Handling Safeguarding 1 0 Dementia 1 Positive Behaviour Management Food Hygiene Please outline any additional training undertaken The Manager is currently employed in the PBS cap acity with the organisation due to the service curre pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Staff Qualifications No. of staff who have the required qualification to 1 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 Deputy service manager No Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this No type? Senior social care workers providing direct care Does your service structure include roles of this No Other social care workers providing direct care No Does your service structure include roles of this type? Other types of staff No Does your service structure include any additional role types other than those already listed?

Service Details

Name of Service	Westwood Drive
	-
Telephone Number	01443414858
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3724.13
The maximum weekly fee payable during the last financial year?	3724.13

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?	Within the service we support individuals, to engage in house me etings, attend regular review meetings, we encourage them to par t take in the interview process of support staff, including completio n of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including r eview of their support plans where possible. Discussions take plac e with the Responsible Individual (RI) during Reg 73 Visits.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Use of garden around the home with a seating area.
Provide details of any other facilities to which the residents have access	The Hub in Values in Care will provide educational development s uch as money handling, interaction skills, social skills and cookery skills.

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)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

Set out your statement of compliance in respect to the four well-being areas below.	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Each individual in the home has an assessment report which w as carried out before their placement was confirmed this details their long term goals and aspirations, from this a person centre d care plan has been created with a supporting communication profile which details how the individuals communicate their choi ces, this is reviewed in line with the care plan. There are periodic reviews in place which involve significant pe ople in the persons lives, they are supported to create a "gettin g ready for my review" document which details their achieved o utcomes, and further goals for the coming period. Each persons care plan details where a person may require a choice to be made in their best interest which is supported by Li berty Protection Safeguard.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	As part of the internal review process all health needs are addressed and monitored, this includes access to general health ap pointments and annual health checks and routine screening. Where people required support with their mental health and wellbeing provisions are in place for the local learning disabilities team or mental health services. Vocational plans evidenced plenty of person centred activities to promote health and wellbeing such as walking, relaxation and or sensory sessions. There are opportunities provided for people to develop their skills either through the local educational facilities such as colleges or volunteer placements or where people were unable to access these facilities due to personal preference or availability, the y are supported to access the Hub, an internal facility to provide lifelong learning opportunities to the people we support with the ability to achieve a recognised qualification.
The extent to which people feel safe and protected from abuse and neglect.	As part of visits to the home individuals are observed and aske d how they feel about their home, their team and if they have a ny concerns. Each individuals communication plan provides details on how the person would communicate if they are upset of felt unsafe and how their supporting person should respond. There is a service user guide in place for each individual which

cern externally.

details how they can or be supported to make a complaint, this is in a user friendly format and supported by Widgit to ensure in clusive communication. There are also details of the regulator and responsible individual should the person wish to raise a con

All persons working at the home are provided with training to un derstand their role in safeguarding the individuals and there ar e robust reporting procedures in place which are discussed wit h team members routinely as part of supervision and team mee tings.

Family members are consulted with regarding their views of the home and the team as part of review meetings, any concerns a

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

The home is designed around the needs of the individuals that live there, the standard of living is very good, furniture is robust or bespoke and purchased to last as well as ensure a homely f eel and good environment for teams to work in.

Each person has their own personalised room with most having an ensuite or a bathroom shared between no more than two pe ople.

The space inside and outside the home is generous, with plent y of areas for people to use to have some space from others th ey live with or enjoy company in communal areas.

There is a variety of in house activities on offer such as cookin g, art and crafts, movie time or quieter areas for sensory activities.

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Ecuality and Diversity, Fire safety, GDPR&DP, Learn ng Disabilities, MCA&DOLS, Mental Health, Nutritic n, Oral Health, Safeguarding Adults, Safeguarding children
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended	0
Wales as a Service Manager Deputy service manager	Yes
Wales as a Service Manager Deputy service manager Does your service structure include roles of this	Yes
Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	
Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positions. Filled and vacant posts	cifically to this role type only. Unless otherwise
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that manager can be added to 'Please outline any additional transt outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that manager can be added to 'Please outline any additional training undertaken during the last financial year set out the number of staff who undertook relevations and the provided is only a sample of the training that manager has added to 'Please outline any additional training that was additional training training that was additional training training training training training training trai	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that man can be added to 'Please outline any additional training undertaken during the last financial year set out the number of staff who undertook relevation be added to 'Please outline any additional training that man can be added to 'Please outline any additional training that man to outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that man can be added to 'Please outline any additional train to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated in post. No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outli	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additio	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, Equality and Diversity, Fire safety, GDPR&DP, Learning Disabilities, MCA&DOLS, Mental Health, Nutrition, Oral Health, Safeguarding, Safeguarding children
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that protocol	ant training. The list of training categories y have been undertaken. Any training not listed

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
	1
Safeguarding	
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Basic Life Support theory and practical, E uality and Diversity, Fire safety, GDPR&DP, Learn ng Disabilities, MCA&DOLS, Mental Health, Nutriti n, Oral Health, Safeguarding, Safeguarding childr n
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
	0
No. of Agency/Bank staff	
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift: 9-4 x 1 staff day shift: 08.00-20.00 x 1 staff sleep in shift: 20.00-08.00 x 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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
·	I_
Filled and vacant posts No. of staff in post No. of posts vacant	5

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 5 Health & Safety 5 Equality, Diversity & Human Rights 5 Infection, prevention & control Manual Handling 5 Safeguarding 5 5 Medicine management 0 5 Positive Behaviour Management Food Hygiene Please outline any additional training undertaken Autism, Basic Life Support theory and practical, Eq. pertinent to this role which is not outlined above. uality and Diversity, Fire safety, GDPR&DP, Learni ng Disabilities, MCA&DOLS, Mental Health, Nutritio n, Oral Health, Safeguarding, Safeguarding childre Contractual Arrangements No. of permanent staff 4 0 No. of Fixed term contracted staff No. of volunteers 0 No. of Agency/Bank staff n No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 2 No. of part-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed day shift: 9-4 x 1 staff at the service in this role type. You should also day shift: 08.00-20.00 x 1 staff include the average number of staff working in sleep in shift: 20.00-08.00 x 1 staff each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 3 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff

No

Does your service structure include roles of this

type?

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

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