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:		Wrexham County Borough Council Adults and Children's Services
The provider was registered on:		13/02/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider	

ered by this provider	Hilcrest		
:	Service Type	Care Home Service	
	Type of Care	Childrens Home	
	Approval Date	30/03/2023	
	Responsible Individual(s)	Kimberley Thomas	
	Manager(s)	Sian Hughes	
	Maximum number of places	3	
	Service Conditions	There are no conditions associated to this servic	
	Park View		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	22/02/2019	
	Responsible Individual(s)	Kimberley Thomas	
	Manager(s)	Wendy Bailey	
	Maximum number of places	5	
	Service Conditions	There are no conditions associated to this servic	
	Wrexham County Borough Council Domiciliary Supp	ort Services	
	Service Type	Domiciliary Support Service	
	Service Type Type of Care	Domiciliary Support Service None	
	Service Type Type of Care Approval Date	Domiciliary Support Service None 13/02/2019	
	Service Type Type of Care Approval Date Responsible Individual(s)	Domiciliary Support Service None 13/02/2019 Kimberley Thomas	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s)	Domiciliary Support Service None 13/02/2019	
	Service Type Type of Care Approval Date Responsible Individual(s)	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area Service Conditions	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area Service Conditions Tapley Avenue Children's Respite Centre	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales There are no conditions associated to this servic	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area Service Conditions Tapley Avenue Children's Respite Centre Service Type	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales There are no conditions associated to this service Care Home Service	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area Service Conditions Tapley Avenue Children's Respite Centre Service Type Type of Care	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales There are no conditions associated to this service Care Home Service Care Home Service Childrens Home	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area Service Conditions Tapley Avenue Children's Respite Centre Service Type Type of Care Approval Date	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales There are no conditions associated to this service Care Home Service Childrens Home 22/02/2019	
	Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Partnership Area Service Conditions Tapley Avenue Children's Respite Centre Service Type Type of Care Approval Date Responsible Individual(s)	Domiciliary Support Service None 13/02/2019 Kimberley Thomas Kirsti Goodwin, Jane Rowland North Wales There are no conditions associated to this service Care Home Service Childrens Home 22/02/2019 Kimberley Thomas	

Training and Workforce	e Planning
	c i iai ii ii ig

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	Work has been undertaken alongside workforce development to c reate a suite of training specifically to meet the needs of provider services including adults and children focusing on specialist traini ng in each of the areas dependent on the needs of individuals wh o are being supported. This has including sourcing specialist cour ses from external providers. Each staff member has an interim an d annual performance and development review with an individual t raining plan.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have developed a joint recruitment campaign between provid er services (adults and children) focusing on values based recruit ment to enable a better skills matching process to identified servic e areas. we have held a number of open events to attract people i nto the sector. We have a robust induction process providing stro ng foundations to employment. Staff receive regular supervision, and participate in team meetings, forums, and we have a robust w ork life balance policy.

Service Details

Name of Service Hillcrest		
Telephone Number	01978 352333	

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	Welsh Makaton

Service Provision

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

Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Both young people identified for Hillcrest have not yet moved into the home. Therefore we have not yet consulted with them.

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?	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 rear garden has ample space which has a paved area and a large grassed area. The garden is secure and has a 6ft fench an d gate. The bin area is to the side of the property and there is a d rive way which could fit 3 cars and a grassed area at the front.
Provide details of any other facilities to which the residents have access	The property has a living room and a dining room. The property a lso has a large outhouse/garage which can be used for activities.

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance. CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance. Set out your statement of compliance in respect to the four well-being areas below.	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	 Hillcrest has been developed & designed specifically to meet th e specialist support needs of 3 children and young people with disabilities and complex support needs, with a trauma informed approach. This involves liaising with variety of health profession als and psychologists, who provide specialist training and have an input into the child's health and placement information recor ds. The service is not yet operating, although two of the young peo ple are being supported by the new support team in their curre nt placements, one fully and one as part of their transition, with a third young person yet to be identified. Each child / young person has a designated Key Worker in the team who takes a special interest into all aspects of that child's care. Key Workers liaise with other professionals involved with t he child and arrange any specialist training that may be neede d for the team prior to the child commencing visits. Key Worker s also nurture good professional relationships with all teams ar ound the child, to enable and maintain a holistic approach to th e care of the child. They develop Personal Plans, Behavioural and Environment Risk Assessments and Outcome Focused Pla ns for children and young people to achieve positive outcomes which are reviewed at least every three months. Communication n is suitable for individual communication needs such as Makat on, British sign language and picture exchange communication (PECS). We work in partnership with Education which provides us with additional PECS symbols individualised to the child. We have a values based recruitment where some of the Childre n and young people we support are involved in making decision s about who works in the service. There is a compliments and complaints procedure which we alw ays try and resolve as quickly as possible.

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.	For the one young person we are fully supporting, we support n them in managing their health, personal development and we I-being by ensuring that they can make informed choices about their lifestyle. They are supported with any physical, sensory a d cognitive support needs as well as complex diabetes and PIC A with highly trained staff. Some of the practical health areas th at we support with are medication management, making and at ending health appointments, healthy diet and lifestyle, and liais ng with health professionals to ensure a holistic and bespoke a pproach is adopted for their health and wellbeing.
	They are supported to develop skills in preparation for moving nto their own home such as road safety, making friends and playing with others. We support the young person to go to school o ensure that they are having the education that they need to evelop and grow, all of which supports them with their health ar d wellbeing. The young person and family have fed back that the eir support has enabled them to get ready for Adulthood and the eir move to Hillcrest by developing life skills and confidence to o out in the community in a way that is right for them, making fr ends and maintaining a strong and healthy relationship with fa mily, as well as daily living skills such as developing bedtime ro utines, toileting plans and meal plans.
	Feedback from the young person has been positive during Reponsible Individual visits to their current placement and that the y are happy with the care and support and the respect that is shown to them and that the positive and friendly approach of the support staff makes them feel happy.
The extent to which people feel safe and protected from abuse and neglect.	We have a proactive and positive culture of safety based on o enness and honesty, in which concerns, events and incidents re listened to and investigated with a lessons learned approact to continually develop and embed safe practices and ways of w orking. We work with Children and young people to understand what be eing safe means to them, and the best ways to achieve this alo ng with our partners. We work with Children and young people o improve their lives and to live safely, protecting their rights a d to live freely from bullying, harassment, abuse, discriminatior neglect and avoidable harm. We make sure we respond quickl to any safeguarding concerns that are raised.
	We have a risk management process and support Children an young people to understand and manage risks holistically so t at their care and support staff can meet their needs in a way th at is enabling them to do the things that matters to them.
	We assess environmental risks to make sure that equipment, f cilities and technology support the delivery of safe care. Infect n control is paramount and appropriate personal protective eq ipment is supplied for all staff.
	Staff recruitment presents us with some challenges, although t is is an area of ongoing priority for the service. However, we have ve a robust safe recruitment process and ensure that there are enough skilled, qualified and experienced staff who work toget er to provide safe care and support. Staff receive supervision, support and development with levels of on-site line management t support, coaching and mentoring. We have a new team who ring different experience, with a training and development prog- am in place.
	Feedback from the young person is that they feel safe and could ident with their support, and will tell us if they are concerned. We have a leadership team who are on site in the service, with a irst Responsible Individual visit due in May, all of which give as urance and reassurance to people to report any issues or conterns by being accessible, visible and approachable.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Hillcrest is a newly developed 3 bed Children's residential home , this is a detached property which is similar to neighbouring ho mes and will not identify as a Children's home. Hillcrest is located centrally in Wrexham and is within a short wa lking distance to the local high school. It is also within short walk ing distance to local shops, cinema ten pin Bowling, Ty Pawb cu ltural community resource, Freedom Leisure and Parks. The property itself has been fully refurbished to a very high sta ndard and specification to meet the environmental and wellbein g needs of the young people.
	The young people's bedrooms have been adapted to meet thei r individual needs they are double in size and have lockable wa rdrobes and doors. The rooms give quiet and personal space, as well as opportunity to develop daily living skills such as maki ng beds, dressing or any such plans in the comfort and privacy of their own room. The young people will have the option to lock their doors from t he inside, however staff can access and enter the bedroom in a n emergency using one of the master keys, and it will also prev ent young people entering one another bedrooms. The decorat ion of the rooms and equipment will be in conjunction with their own preferences of how they would like it to look.
	There is good sized garden with a patio area, as well as a large garage which will be looked at when the young people have mo ved in to develop as a craft / sensory / play area. The property is safe and secure and has been designed to sup port the young people to achieve their personal outcomes.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 9.47 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.

ervice Manager	
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 posts vacant	0
	type? Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma and Mental health practitioner - Level 5 d
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
Outline below the number of permanent and fixe	
staff	
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 1 0 0 0
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staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type?	d term contact staff by hours worked per week. 1 0 0 1 1 0 0 0
staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this	d term contact staff by hours worked per week. 1 0 0 0 1 No No

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	4
Induction	4
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above. Diabetes Management, Autism Awareness, Fluid nd Nutrition, Fire Procedures, Reporting and Redding, First Aid.	
Contractual Arrangements	
-	
No. of permanent staff	ding, First Aid.
No. of permanent staff No. of Fixed term contracted staff	ding, First Aid.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ding, First Aid.
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 hour	ding, First Aid.
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No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff Outline below the number of permanent and f Outline below the number of permanent and f 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 at the service in this role type. You should also include the average number of staff working in each shift.	ding, First Aid. 4 0 0 0 0 0 0 0 0 10 0 0 0 10 11 12:30-22:00 and two early shifts 0700-1300 per vek. 11 12:30-22:00 and two early shifts 0700-1300 per vek.

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.	Currently undertaking core LEVEL 2 Qualification Recording and reporting	
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	
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.	The Assistant Team Leader works alongside the trans. They work 60% on shift directly with the young people which can include 14:00-22:00, 07:0013:00 and sleep ins. 40% of the hours are office based but not restricted to a typical 9-5.	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
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	Park View	
		_
Telephone Number	01978722417	
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium	
Other languages used in the provision of the service	Makaton	

Service Provision

People Supported	
How many people in total did the service provide care and support to during the last financial year?	30

Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The responsible person visits the service at least every three mon ths and gains feedback from people we support and relevant stak e holders. This is then shared with the manager of the service to i nform the service development . Surveys / telephone consultation s are sent out /held to families, staff and people we support every six months. People also have in house quarterly reviews where th ey can discuss how the service is working for them or if any chang es are required. These reviews help to inform the quality of care r eports that are shared with the people we support

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?	3
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	Paved area to front of building with smoking shelter Paved area to back of building both with seating area enclosed garden area
Provide details of any other facilities to which the residents have access	2 Kitchen areas Utility room

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	I pads Tablets I phone body language Facial expression

Statement of Compliance

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The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We provide respite care and support for Adults over 18 with complex support needs, disability, dementia and sensory support with a focus on well-being, with care and support plans developed around what matters to the individual. We work with individuals to develop a person centred plan for their care and support. Each person has a designated Key Work is in the team who takes a special interest into all aspects of that persons care. The Key Worker is involved in developing the plan with the person and any important people they want involved and in a place where they are most comfortable and confident. Through person centred planning with individuals, people are supported to make choices and have control to achieve the cutcomes which are important to them. This ranges from choices such as how their care and support is provided, developing life skills, activities in and outside of Park View, to planning and att ending events. We are making some improvements in the service to support people with nonverbal communication such as Ma katon and picture exchange communication so that people have a stronger voice and say in their care and support, and which also explains to staff what the person is telling us. Active support thas been developed in parts of the service where People are enabled to achieve maximum independence with the minimum support to meet their needs. Positive Behavioural support has been introduced for some people we support, giving greater opp ortunities to develop new skills and replace behaviours that challenge, giving greater independence. We have made improvements to ensure that all people have good quality personal plans which are reviewed at least every three months. Advocacy is actively promoted.
The extent to which people are happy and supported to	We have a Guide to Service and a Statement of Purpose which is based on people we support needs.
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 support people in managing their health, personal develop ment and well-being by ensuring that they can make informed ecisions about their lifestyles. People are supported with any p hysical, sensory and cognitive support needs, such as having a pecialist equipment and trained staff. Some of the practical hea th areas that we support people with are medication managem nt, making and attending health appointments, healthy diet and lifestyle, and liaising with health professionals to ensure a holis ic and bespoke approach is adopted for each person's health a nd wellbeing.
	People are supported to develop skills in Park View and the co mmunity which supports people with their health and wellbeing. For example people have fed back that their support has enab ed them to develop and improve life skills such as cooking, as well as social skills to go out in the community, and enjoy havin g time with their peers developing relationships. Being support d to do as much for themselves as they can, with staff making s ure they are listened to and are making their own choices. All c which supports people to maintain a strong and healthy relation ship with family.
	Feedback from people we support has been positive during Responsible Individual visits and from the Quality of Care reviews People have said they are happy with the support they receive for example having as much or as little support as needed, having 'me time' and the positive difference this has made in peopl's lives. People have fedback that they are happy with the care and support and the respect that is shown to them which make a positive difference to how they feel. People have described that the positive and friendly approach of the support staff makes them feel happy.

The extent to which people feel safe and protected from abuse and neglect.	We have a proactive and positive culture of safety based on op enness and honesty, in which concerns, events and incidents a re listened to and investigated with a lessons learned approach to continually develop and embed safe practices and ways of w orking.
	We work with people to understand what being safe means to t hem, and the best ways to achieve this along with our partners. We work with people to improve their lives and to live safely, pr otecting their rights and to live freely from bullying, harassment, abuse, discrimination, neglect and avoidable harm. We make s ure we respond quickly to any safeguarding concerns that are r aised.
	We have made some improvements to our risk management pr ocess and support people to understand and manage risks holi stically so that their care and support staff can meet their need s in a way that is enabling them to do the things that matters to them.
	We assess environmental risks to make sure that equipment, fa cilities and technology support the delivery of safe care. Infectio n control is paramount and appropriate personal protective equ ipment is supplied for all staff.
	Staff recruitment presents us with some challenges, although th is is an area of ongoing priority for the service. However, we ha ve a robust safe recruitment process and ensure that there are enough skilled, qualified and experienced staff who work togeth er to provide safe care and support. Staff receive regular super vision, support and development with levels of on-site line man agement support, coaching and mentoring. We have an experi enced and trained workforce, and are working on further devel opment of the training program. The workforce are supported t o enable individuals to achieve their personal outcomes and fe el safe and secure in Park View.
	Feedback from people we support and families is that they feel safe and confident with their support, and will tell us if they are concerned. We have a leadership team who are on site in the s ervice, with regular Responsible Individual visits, all of which giv e assurance and reassurance to people to report any issues or concerns by being accessible, visible and approachable.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Park View is a short term break service supporting Adults over t he age of 18. It is a 5 bedroom bungalow situated in the Gwers yllt area of Wrexham and is within walking distance of local bus es, the train station and local amenities.
	Alyn Waters Country Park is within a five minute drive and has t he facilities for walks, a bike hire service (Pedal Power) providin g adapted bikes for people with disabilities and a café. Wrexham town centre is under 3 miles from Park View and very easily accessible on the bus. While staying at Park View people go shopping, out for a meal or visit places of interest such as lo cal parks and the new Ty Pawb art and culture centre. Park Vie w has built up good relationships with the neighbours and they attend open days and social events during the year.
	The bedrooms are all single, two have overhead hoists and all have washing facilities, two of which have en-suites. All rooms h ave safe storage of any personal items individuals may bring wi th them. Each person has their own designated bedroom which give quiet and personal space, as well as opportunity to develo p daily living skills such as making beds, dressing or any such p lans in the comfort and privacy of their own room. Included in th e 5 bedrooms is an extension, which has its own bedroom, bath room and living room facilities so it can provide a service separ ately from the main resource if required to provide support for t hose individuals who require their own space due to their need s. Décor and furnishings in the property require an update whic h is currently being worked on.
	There is a large outdoor space which has a sitting area. This is currently being looked at in regards to development to provide outdoor facilities and activities. There is also an indoor sensory room which is currently being developed for people to have acc ess to a range of sensory equipment.
	During the past year, the service has not operated at full capac ity which has meant that people's opportunity for respite has be en impacted. This is currently being reviewed to build the servic e back up to full capacity.
	The property is safe and secure and accessible for people with all abilities. Feedback from Responsible Individual visits and Qu ality of Care reports is that people we support and their families feel that Park View supports them to achieve their personal out comes.

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	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
	NAPPI (Non-Abusive Psychological and Physical int ervention) Buccal madazolam
	Active support Display screen equipment
Contractual Arrangements	
Contractual Arrangements No. of permanent staff	
-	Display screen equipment
No. of permanent staff	Display screen equipment
No. of permanent staff No. of Fixed term contracted staff	Display screen equipment 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	Display screen equipment 1 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)	Display screen equipment 1 0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	Display screen equipment 1 0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	Display screen equipment 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	Display screen equipment 1 0 0 0 0 0 0 0 0 0 0 0 0 1 1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	Display screen equipment 1 0 0 0 0 0 0 0 0 0 1 0 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	Display screen equipment 1 0 0 0 0 0 0 0 0 0 1 0 1 0

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	sensory autism awareness Fluid and nutrition Display screen equipment Fire awareness competencies for health professions PEG and Bal on G tubes COSHH Falls prevention
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
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
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	9
No. of a set of a set of	2
No. of posts vacant Training undertaken during the last financial yea	ar for this role type.
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma	ar for this role type.
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. yant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is 2
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 5
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 5 6
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 5 6 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 ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is 2 2 5 6 4 9
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. Yant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 2 2 5 6 4 9 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 ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3 1
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3 1 6
Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3 1 6 6 6 active support awareness Fire awareness Modern slavery violence against woman Autism freedom of information
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3 1 6 6 6 active support awareness Fire awareness Modern slavery violence against woman Autism freedom of information
Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3 1 6 6 6 active support awareness Fire awareness Modern slavery violence against woman Autism freedom of information Anxiety Disorders
Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 5 6 4 9 4 3 1 6 6 6 active support awareness Fire awareness Modern slavery violence against woman Autism freedom of information Anxiety Disorders 9

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)	0
No. of part-time staff (17-34 hours per week)	8
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.	This is the shifts staff work at Park View 09.00-22.00 sleep in from 22.00-07.00 the followin g morning then 07.00-10.00 one hours unpaid brea k plus 2 paid breaks 2 staff per sleep in plus extra staff working when re quired to provide support
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2
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	

Service Details

Name of Service	Tapley Avenue Children's Respite Centre

Telephone Number	01978352333
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Makaton

How many people in total did the service provide care and support to during the last financial year?	30	
--	----	--

Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Telephone calls directly to families Letters have been sent out by the Disability social work team

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?	2
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	Tapley Avenue Children's Centre is a large 6 bedded house situa ted on the edge of Acton Park in Wrexham. Acton Park has a larg e open parkland, woodland and a lake in addition to a play park. Acton is located approximately ½ mile from Wrexham town centre and is within walking distance to local amenities including a variety of shops, Freedom Leisure, Ty Pawb and Acton Community Reso urce Centre. Tapley Avenue has a garden which consists of a san d pit, swing, trampoline, campfire area and picnic area.
Provide details of any other facilities to which the residents have access	The house consists of 1 living room, 2 quiet/sensory areas and 3 bathrooms.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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 provide specialist services and care provisions to children a nd young people with rare genetic disorders, complex needs, lif e limiting conditions and children who have experienced trauma through liaising with variety of health professionals and psychol ogists, who provide specialist training and have an input into th e child's health and placement information records.
	Meetings with multi-agency teams are arranged prior to childre n attending Tapley Avenue to ensure that staff have relevant k nowledge and specific training in order to achieve the best pos sible outcomes for each individual child. Each child / young per son has a designated Key Worker in the team who takes a spe cial interest into all aspects of that child's care. Key Workers liai se with other professionals involved with the child and arrange any specialist training that may be needed for the team prior to the child commencing visits. Key Workers also nurture good pr ofessional relationships with all teams around the child, to enab le and maintain a holistic approach to the care of the child. The y develop Personal Plans, Behavioural and Environment Risk A ssessments and Outcome Focused Plans for children and youn g people to achieve positive outcomes which are reviewed at le ast every three months. Children have lots of choice of activitie s from going out bowling, dancing, swimming and shopping, to water play, camping, trampoline, sensory room and IT. Commu nication is suitable for individual communication needs such as Makaton, British sign language and picture exchange communi cation (PECS). We work in partnership with Education which pr ovides us with additional PECS symbols individualised to the chi ld. Feedback from the children and young people is ongoing, givin g them opportunities to speak freely about things they like and don't like, involving them in decisions. Key workers regularly ha ve 'what matters' conversations which are documented in their f iles. An independent Advocate comes to Tapley Avenue monthly an d spends time with the children gaining their thoughts and feed back which is shared with the service. We have a values based recruitment where some of the Childre
	n and young people we support are involved in making decision s about who works in the service.

The extent to which people feel safe and protected from abuse and neglect.	We have a proactive and positive culture of safety based on op enness and honesty, in which concerns, events and incidents a re listened to and investigated with a lessons learned approach to continually develop and embed safe practices and ways of w orking. We work with Children and young people to understand what b eing safe means to them, and the best ways to achieve this alo ng with our partners. We work with Children and young people t o improve their lives and to live safely, protecting their rights an d to live freely from bullying, harassment, abuse, discrimination, neglect and avoidable harm. We make sure we respond quickly to any safeguarding concerns that are raised.
	We have a risk management process and support Children and young people to understand and manage risks holistically so th at their care and support staff can meet their needs in a way th at is enabling them to do the things that matters to them.
	We assess environmental risks to make sure that equipment, fa cilities and technology support the delivery of safe care. Infectio n control is paramount and appropriate personal protective equ ipment is supplied for all staff.
	Staff recruitment presents us with some challenges, although th is is an area of ongoing priority for the service. However, we ha ve a robust safe recruitment process and ensure that there are enough skilled, qualified and experienced staff who work togeth er to provide safe care and support. Staff receive regular super vision, support and development with levels of on-site line man agement support, coaching and mentoring. We have an experi enced and trained workforce, and are working on further devel opment of the training program. The workforce are supported t o enable individuals to achieve their personal outcomes and fe el safe and secure in Tapley Avenue.
	Feedback from Children and young people and families is that t hey feel safe and confident with their support, and will tell us if t hey are concerned. We have a leadership team who are on site in the service, with regular Responsible Individual visits, all of w hich give assurance and reassurance to people to report any is sues or concerns by being accessible, visible and approachabl e.
	There is a compliments and complaints procedure which we alw ays try and resolve as quickly as possible.
	The service has a Guide to Service which is in a Child centred f ormat and Statement of Purpose which is based on support ne eds

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Tapley Avenue Childrens Centre is a respite care service for C hildren aged 6 – 19 years of age. It is a large 6 single bedded h ouse situated on the edge of Acton Park in Wrexham within wal king distance to local amenities including a variety of shops, Fr eedom Leisure, Ty Pawb and Acton Community Resource Cent re where Children and young people access music, leisure and specific events. The property itself has ground floor bedrooms and bathrooms t hat have been adapted to meet the needs of children and youn g people who have physical disabilities and poor mobility as wel I as upstairs bedrooms and bathrooms. There is wheelchair acc ess and ceiling track hoists in all downstairs bedrooms and bat hrooms and a there is large shower/wet room to prevent any ba rriers to access in downstairs rooms.
	Each Child has their own designated bedroom which give quiet and personal space, as well as opportunity to develop daily livin g skills such as making beds, dressing or any such plans in the comfort and privacy of their own room.
	There is good sized garden with a large open sand pit, child frie ndly basket swing and a large sunken trampoline and a summe rhouse with sensory activities and shelter for adapted bikes. A music and sensory wall has been created with the children/ you ng people, along with raised vegetation and plants that the chil dren can water. There is an indoor well-equipped sensory room with built in ball pool, waterbed and fiber optics.
	During the latter part of the year, there have been a number of Children needing longer term placements with respite being te mporarily cancelled. The service has adapted the accommodati on and rooms to meet the needs of the Children and young pe ople to ensure they have designated recreational areas to ens ure they have a safe and relaxed space and for their supervise d contacts with parents and siblings. Due to the adaptations an d support needs, there are some internal décor developments which the service is working on.
	The property is safe and secure with the ground floor and outsi de area being fully accessible for Children with all abilities. Fee dback from Responsible Individual visits and Quality of Care re ports is that Children and young people and families feel that T apley Avenue supports them to achieve their personal outcome s. Recognising that there is a high demand for this service, ther e are plans to develop an extension to the property to provide an additional individualised annex.

Number of posts and staff turnover

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

Service Manager

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

Yes

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?

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that man can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	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.	Trauma and Mental health Practitioner Level 5 Dip oma
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	

Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes Management, Autism Awareness, Fluids nd Nutrition, Fire Procedures, Reporting and Reco ding, First Aid.
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	Yes

No. of staff in post	14
No. of posts vacant	2
Training undertaken during the last financial yes Set out the number of staff who undertook rele provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'.	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	7
Infection, prevention & control	3
Manual Handling	3
Safeguarding	6
Medicine management	14
Dementia	0
Positive Behaviour Management	14
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes Management, Autism Awareness, Fluids and Nutrition, Fire Procedures, Reporting and Recoding, First Aid.
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fix	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	12
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.	A typical pattern of shift consists of three late shifts 12:30-22:00 and two early shifts 0700-1300 per we ek. These can be changed to meet the needs of the service.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
Registered nurses	

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	2
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional train not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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.	ILM level 3 Introduction to leadership and Manage ment QCF level 4 - Leadership and Management
	ment
pertinent to this role which is not outlined above.	ment
pertinent to this role which is not outlined above. Contractual Arrangements	ment QCF level 4 - Leadership and Management
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ment QCF level 4 - Leadership and Management 2
Pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ment QCF level 4 - Leadership and Management 2 0
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ment QCF level 4 - Leadership and Management 2 0 0
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)	ment QCF level 4 - Leadership and Management 2 0 0 0 0 0
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	ment QCF level 4 - Leadership and Management 2 0 0 0 0 0
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	ment QCF level 4 - Leadership and Management 2 0 0 0 0 0 0 0 0 0 0 0
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 No. of full-time staff (35 hours or more per week)	ment QCF level 4 - Leadership and Management 2 0 0 0 0 0 0 0 0 0 0 0 0 2
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 No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	ment QCF level 4 - Leadership and Management 2 0 0 0 0 0 0 0 0 0 0 0 0 2 0 0 0 0 0
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 No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	QCF level 4 - Leadership and Management 2 0
 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 No. of full-time staff (35 hours or more per week) No. of part-time staff (16 hours or under per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in 	ment QCF level 4 - Leadership and Management 2 0 0 0 0 0 0 0 d term contact staff by hours worked per week. 2 0 0 0 0 staff Assistant Team leaders work on a shift pattern ald g side the team. A typical pattern of shift consists three late's 12:30-22:00 and two earlies 0700-130 per week. These can be changed to meet the need s of the service. Assistant team leaders can also to

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	1	
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?	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	
	l	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
	•	
Manual Handling	0	
Manual Handling Safeguarding		
	0	
Safeguarding	0 0	
Safeguarding Medicine management	0 0 0	
Safeguarding Medicine management Dementia	0 0 0 0	
Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 0 0 0	
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 0 0 0	
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 0 0 0	
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 0 0 1 1	
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 0 0 0 1 1 1	
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	0 0 0 0 0 1 1 1 0	
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	0 0 0 0 1 1 1 0 0 0	
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)	0 0 0 0 1 1 1 0 0 0 0 0 0 0	
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 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 1 1 1 0 0 0 0 0 0 0 0	
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 permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0	

Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff working toward required/recommended qualification	0	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Other types of staff		

ice Details	
Name of Service	Wrexham County Borough Council Domiciliary Support Service

Telephone Number	01978298556
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	a small amount of indonesian Nigerian Polish Portuguese

Service Provision

People Supported		
How many people in total did the service provide care and support to during the last financial year?	322	

Fees Charged

The minimum hourly rate payable during the last financial year?	17.80	
The maximum hourly rate payable during the last financial year?	17.80	

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	hs and gains feedback from people we support and relevant stak eholders. This is then shared with the Managers to inform service development. The Managers of the service seek feedback in forums set up for p eople we support to express their views around the service, surve ys are sent out twice per year to gain feedback. People have pers onal 3 monthly reviews where they also discuss the operation of t he service to enable changes to individuals services. The feedba ck received informs the bi-annual Quality of Care reports that are
	shared with people we support. A newsletter has been set up to share information.

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	Easy read and user friendly

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.	We provide holistic domiciliary specialist care and support, with each part of the service having a focus on well-being, with care and support plans developed around what matters to the indivi- dual. Supported living for people with mental health support and or of sability support needs gives people the choice about where the y live, how they live, who they live with and what their home loo s like. Homecare and Reablement gives people both short term and long term support to stay in or return to their own home. O utreach supports and enables people in their own homes to live as independently as possible. All of the services provide an en ablement / reablement service with a positive risk taking approx ch.
	We work with individuals to develop a person centred plan. The se are developed with the person and any important people the y want involved and in a way which is suitable for the individual , such as in a visual / pictorial format, and where they are most comfortable and confident. Through person centred planning, j eople are supported to make choices and have control in all as pects of their lives to achieve the outcomes which are important to them. This ranges from choices such as how their care and upport is provided, maintaining their home, life skills, activities i n and outside of their home, to planning to go on holidays or al ending events. People have personalised communication infor mation in their personal plans which helps the support staff und erstand what the person is telling us. Active support has been a chieve maximum independence with the minimum support to me et their needs. Positive Behavioural support has been introduc ed for some people we support, giving greater opportunities to develop new skills and replace behaviours that challenge, givin g greater independence. We have made improvements to ensu- re that all people have good quality personal plans which are re- viewed at least every three months.
	Advocacy is actively promoted.
	Our values based recruitment gives people choice about who orks in the service.
	There is a compliments and complaints procedure which we all ays try and resolve as quickly as possible with the person. The e are interactive forums for people to attend and give their fee back on the service.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	We support people in managing their health, personal develop ment and well-being by ensuring that they can make informed ecisions about their lifestyles. People are supported with any p hysical, sensory and cognitive support needs, such as having pecialist equipment and trained staff. Some of the practical he th areas that we support people with are annual health checks medication management, making and attending health appoin ments, healthy diet and lifestyle, and liaising with health profes ionals to ensure a holistic and bespoke approach is adopted for r each person's health and wellbeing.
	People are supported to develop skills in their homes and com munities and to be a valued part of their local community all of which supports people with their health and wellbeing. For exa mple people have fed back that their support has enabled the to remain in their own homes, support with developing and bui ing confidence to go out in the community in a way that is right or them, using public transport, going to college and / or work pportunities, going to the gym and swimming, going out and m eting and making friends and maintaining a strong and healthy relationship with family.
	Feedback from people we support has been positive during Responsible Individual visits and from the Quality of Care reviews People have said they are happy with the support they receives for example having as much or as little support as needed and lexibility of this and support to remain in their own home and the positive difference this has made in people's lives. People have fedback that they are happy with the care and support and the respect that is shown to them especially when providing person al care support which is really important and makes a positive ifference to how they feel. People have described that the positive and friendly approach of the support staff makes them feel appy.
	We have Guides to Service which are in a user friendly format designed with some of the people we support and Statement of Purpose which is based on support needs

The extent to which people feel safe and protected from abuse and neglect.	We have a proactive and positive culture of safety based on op enness and honesty, in which concerns, events and incidents a re listened to and investigated with a lessons learned approach to continually develop and embed safe practices and ways of w orking. Such as the system to oversee Homecare calls has bee n reviewed and made more robust to ensure there are no miss ed calls.
	We work with people to understand what being safe means to t hem, and the best ways to achieve this along with our partners. We work with people to improve their lives and to live safely, pr otecting their rights and to live freely from bullying, harassment, abuse, discrimination, neglect and avoidable harm. We make s ure we respond quickly to any safeguarding concerns that are r aised.
	We have made some improvements to our risk management pr ocess and support people to understand and manage risks holi stically so that their care and support staff can meet their need s in a way that is enabling them to do the things that matters to them.
	We assess environmental risks to make sure that equipment, fa cilities and technology support the delivery of safe care. Infection n control is paramount and appropriate personal protective equipment is supplied for all staff.
	Staff recruitment presents us with some challenges, although th is is an area of ongoing priority for the service. However, we ha ve a robust safe recruitment process and ensure that there are enough skilled, qualified and experienced staff who work togeth er to provide safe care and support. Staff receive regular super vision, support and development with levels of on-site line man agement support, coaching and mentoring. We have an experi enced and trained workforce, and are working on further devel opment of the training program. The workforce are supported t o enable individuals to achieve their personal outcomes and fe el safe and secure in their preferred environment. Feedback from people we support and families is that they feel safe and confident with their support, and will tell us if they are concerned. We have a leadership team who are often on site in the service, with regular Responsible Individual visits and an inco reasing presence of Managers, all of which give assurance and gaccessible, visible and approachable.

Number of posts and staff turnover

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

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

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

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
pertinent to this role which is not outlined above.	Level 4 health and social care trauma informed practice Tackling modern slavery GDPR and Data protection Reflective thinking team problem sloving and action learning Hosuing support grant outcomes framework beriderline personality dissorder renting homes (wales) act introduction to supported employment Mental capacity and best interest
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and 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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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	6
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	4
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
pertinent to this role which is not outlined above.	nd Best Interest in Practice Reflective Thinking - Taster Session First Aid at Work (3-Day) Blended Personality Disorder Mentor training Renting homes act (wales) housing support grant outcomes framework Active support Mental capacity act self neglect co-production care director Safeguarding for managers
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	4
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
	۱

Doos your sorvice structure include roles of this	Yes
Does your service structure include roles of this type?	res
	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	1
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	13
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	tackling modern slavery complaints proceedure safe handling and administartion of medication moving and handling key trainer Data Protection (GDPR & DPA) 2021 Violence Against Women, Domestic Abuse And S ual Violence Reablemnet falls prevention Emergency first aid at work
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	6
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fix	ed term contact staff by hours worked per week.
	11
No. of full-time staff (35 hours or more per week)	0
· · · · ·	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours 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) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	

ole type only. Unless otherwise 1st March of the last financial year
pe. e list of training categories dertaken. Any training not listed ken pertinent for this role which is
tive Intervention Training L2 & L3 ich to Positive Behaviour Support T ie Level 3 eam "um Disorder & Confidence Building rst Aid at Work g lers stigation & Reporting ner (3 Day) ity Awareness - Full Day NDUCTION FRAMEWORK WORKS and Safe Handling of Medication cit Hyperactivity Disorder bstances Hazardous To Health Reg COSHH) es Awareness for Fire Check
staff by hours worked per week.

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	3
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	228
No. of posts vacant	9
not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	35
Health & Safety	38
Equality, Diversity & Human Rights	38
Manual Handling	31
Safeguarding	68
Dementia	39
Positive Behaviour Management	1
Food Hygiene	38
Please outline any additional training undertaken pertinent to this role which is not outlined above.	active support infection control fluid and nutrition falls prevention tackling modern slavery NAPPI Restrictive Intervention Training L1 & L2 Autistic Spectrum Disorder Assertiveness & Confidence Building Emergency First Aid at Work Report Writing Anxiety Disorders Personal Safety Awareness - Full Day Administration and Safe Handling of Medication Attention Deficit Hyperactivity Disorder Personality disorder Violence Against Women, Domestic Abuse And Sex ual Violence Welsh Language Awareness Emotional Intelligence, Resilience And Mindfulness Understanding Autism County Lines Awareness Hearding awareness
Contractual Arrangements	
No. of permanent staff	228
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	9
No. of Non-guaranteed hours contract (zero hours) staff	2

Outline below the number of permanent and fixe	
No. of full-time staff (35 hours or more per week)	103
No. of part-time staff (17-34 hours per week)	95
No. of part-time staff (16 hours or under per week)	31
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	171
No. of staff working towards the required/recommended qualification	4
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.	Business support Assistant - administrative role Systems Administrator - monitoring systems First Contact advisor - administration role
Filled and vacant posts	
No. of staff in post	6
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 ma	ant training. The list of training categories
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 to	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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 to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 0
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 to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 0 1 0 0 0 Staff plan WCCIS - care director tackling modern slavery complaints proceedure emergency first aid at work Data Protection (GDPR & DPA) 2021
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 0 1 0 0 0 Staff plan WCCIS - care director tackling modern slavery complaints proceedure emergency first aid at work Data Protection (GDPR & DPA) 2021 Violence Against Women, Domestic Abuse And Set
Set out the number of staff who undertook relevan provided is only a sample of the training that mar- can be added to 'Please outline any additional tra- not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding 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 by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 0 1 0 0 0 Staff plan WCCIS - care director tackling modern slavery complaints proceedure emergency first aid at work Data Protection (GDPR & DPA) 2021 Violence Against Women, Domestic Abuse And Se
Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 0 1 0 0 0 0 Staff plan WCCIS - care director tackling modern slavery complaints proceedure emergency first aid at work Data Protection (GDPR & DPA) 2021 Violence Against Women, Domestic Abuse And Securation
Set out the number of staff who undertook relevant provided is only a sample of the training that marked can be added to 'Please outline any additional trainot outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 0 1 0 0 0 0 Staff plan WCCIS - care director tackling modern slavery complaints proceedure emergency first aid at work Data Protection (GDPR & DPA) 2021 Violence Against Women, Domestic Abuse And Se ual Violence
Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding 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 raining undertaken pertinent for this role which is 1 1 1 1 1 0 1 0 0 0 0 0 Staff plan WCCIS - care director tackling modern slavery complaints proceedure emergency first aid at work Data Protection (GDPR & DPA) 2021 Violence Against Women, Domestic Abuse And Se ual Violence 6 0

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0