

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:	Athena Care Group Ltd
The provider was registered on:	03/09/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

New House Lodge	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/03/2020
Responsible Individual(s)	Alix Davies
Manager(s)	Ashleigh Luckwell
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Woodlands Lodge	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/10/2018
Responsible Individual(s)	Alix Davies
Manager(s)	Carine Redpath
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Beacons View Lodge	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/10/2018
Responsible Individual(s)	Alix Davies
Manager(s)	Claire Jones
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Bryn Lodge	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/10/2018
Responsible Individual(s)	Alix Davies
Manager(s)	Michael Nicol, Nichola Darlington
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Old Road Lodge	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/03/2019
Responsible Individual(s)	Alix Davies
Manager(s)	Carly Myhill
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Our yearly program includes internal and external training opportunities. Each staff member has a personal development plan (PDP) to support progress and goals, reviewed every three months. PDPs contain SWOT analysis. Training matrix is reviewed monthly to ensure compliance. Training policy emphasises the importance of staff development and provides a framework for identifying, planning, and meeting the training needs of employees throughout the financial year.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In the previous fiscal year, Athena Care Group Ltd enforced a thorough staff recruitment and retention policy, prioritising safe practices and legislative compliance. The company provided competitive salaries, professional development opportunities, and recognition for exemplary work. They emphasised work-life balance through flexible arrangements, fostered an inclusive culture, and prioritised employee well-being with wellness programs. Career paths and growth opportunities were also clarified.

Service Profile

Service Details

Name of Service	Beacons View Lodge
Telephone Number	01639634115
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Working towards an Active Welsh Offer

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	4995

Complaints

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We have a number of routine forums where our young people are consulted on how our homes operate. In each service, a weekly home meeting is conducted and chaired by our Advisory Board Representative and young people are given the opportunity to share their views on how the home is run including:</p> <ul style="list-style-type: none"> • The activities that go on • The meals they eat • The look and feel of the homes, all-encompassing • Weekly meetings also act as an opportunity for Advisory Board members to report back on the Advisory Board meetings. Our Advisory Board meets each half term and each home is represented by a young person. The board comprises a Young Persons Chair and a Children's Rights Champion. During our meetings, the young people are given the opportunity to inform how we operate as a provider and for them carry forward the views and wishes of the young people they represent from each home. Our QoC review is also used to consult our young people on how the service operates
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Young people are able to access a large garden which comprises a patio area, lawn and flowering beds. The garden also contains a summer house which the young people can use to relax. Young people are encouraged to spend time in the garden during the warmer months where they can make use of a variety of garden games and a swimming pool.
Provide details of any other facilities to which the residents have access	The young people are able to access multiple bathrooms in the home, a spacious kitchen, dining room, utility room and two communal lounges.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>There are a number of arrangements in place to support engagement from the young people at Beacons View such as House Meetings (where weekly menu's and activities are regularly discussed), ad-hoc conversations, Keyworker Sessions, complaints processes, as well as attending team meetings and handovers. The young people at Beacons View are also encouraged to meet in private during Reg 73 visits and CIW inspections with opportunities given to meet with the Operations Manager and/or the Responsible Individual in private at Head Office.</p> <p>Our on-line secure recording system, SUE Solutions, allows for the young people to take control of their care journey through "A Window into a Child Life" and "All About Me". In these sections of the recording system, the young people can state what is important to them, how they want to be looked after and what aims, goals and wishes that they have. "All About Me" will be renamed "My Personal Plan" as the content of this section encourages our young people to have control and ownership of their care journey at Beacons View.</p> <p>The young people have a voice and are able to express their views and opinions through their close relationships with the staff group with both children commenting on the staff team as being positive in their experience at Beacons View – more significantly that they have trusted adults they can talk to, especially when things are tough. Most young people state that they can talk about things that are important to them and feel like their thoughts and opinions are listened to.</p> <p>The home continues to have the same representative at Athena Care Group's Childrens Advisory Board where there was valuable input regarding the running of the organisation and individual homes. The Advisory Board gives our young people a valued voice, help us understand our children's care experience and informs how we shape policy and practice. At the recent Board meeting the group reviewed rates of pocket money, requested an increase in activity money during half term and access to IT equipment. This resulted in extra activity money being made available for school holidays and tablets being purchased for the children to access in the homes to utilise for leisure time and studies.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each young person has been registered with the local doctors, dentist and optician and have attended check-ups and appointments when health issues arise, and all four young people state that they have someone they can talk to if they have any health concerns. Medical consents are obtained to ensure any health needs are met in a timely way. The professionals involved with the young people feel the home is supportive and proactive in ensuring health needs are met.</p> <p>Beacons View ensures that children have access to support they need including thoughtful, trauma-informed and trauma-specific therapies. All young people have a current Therapeutic Assessment with the staff team being educated around how to support the children in the home through Trauma Informed Practices. One young person engages in weekly sessions with our psychotherapist and has undertaken direct work on identity and belonging. All young people are familiar with the members of the DASH Team and understood their roles, as well as the psychotherapists within the organisations. Due to the barriers of two of the young people engaging with our psychotherapist, visits to the home have been made in order to break down potential barriers and build relationships.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through surveys and Reg 73 visits, all four children at Beacons View stated that they feel well looked after and have somebody to talk to if they were having problems. The response from the staff team was that they are confident that the home does all it can to protect our young people from harm.</p> <p>Athena Care Group's admission process has been reviewed and revised which now involves the organisations Health and Safety and Maintenance Manager, Operations Manager and Manager at the pre-admission stage. This has led to robust risk assessing of behaviours, environment and staff skill sets in order to provide the safest possible service from the outset.</p> <p>The staff team have undertaken behaviour management and safeguarding training and appropriately report safeguarding matters to the local safeguarding team. All staff have been encouraged to download the Wales Safeguarding Procedures. This, according to the survey, has instilled confidence in the professionals around the children that safeguarding matters will be dealt with effectively. Quarterly Monitoring Reviews and Monthly Reports are submitted each month by the manager and these documents are overseen by the Operations Manager, HR Manager and Responsible Individual.</p> <p>All new staff undertake extensive induction training and shadow shift process prior to supporting our children and staff feedback that their induction equips them for the work that they undertake. All staff feel that their training is suitable for their experience and the tasks that they undertake and helps them provide a good level of care. Unqualified staff work towards achieving the QCF Level three in Health and Social Care: Children and Young People after completing the All-Wales Induction Framework. The CIW report recognise that staff undertake a broad range of training, which includes an introduction to the model of care used by the organisation, and aims to equip them with the skills they require to meet the needs of the young people. All staff stated that they feel that their training is suitable for their experience and the tasks that they undertake and helps them provide a good level of care.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home utilises URBEST – an online management system to report and record environmental issues within the home which are rectified by the maintenance team or by external contractors when necessary. This system also allows for scheduling recurring work such as Legionella checks, PUWER checks and annual inspection checks for gas, electric & fire safety compliance and is monitored daily by the maintenance team.</p> <p>There have been a number of changes to the layout of Beacons View which has resulted in a smoother flowing home where the young people have more space to relax or have time alone but not in their bedroom. The home has a large rear garden which backs onto woodland which can aid with regulation, positive health outcomes and social cohesion.</p> <p>Each young person has their own bedroom which allows for privacy and dignity with there being a separate games room where the children are encouraged to play more active games such as table football. This allows for the young people to spend time together or pursue separate activities and their own interests.</p> <p>The young people at Beacons View have ownership of and have personalised their own bedrooms. There has also been consultation regarding the decoration of the communal areas with photos of each child placed around the home.</p> <p>Our "Building Brighter Futures" outcomes framework allows young people to have ownership of their care journey in the home as well as exercising their right to voice and control. Planned key working agendas flow from the young people Personal Plans and are reviewed regularly via All About Me discussions where actions and targets are set on a monthly basis.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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	1

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Generally staff will work between the hours of 8am and 10pm with some shifts comprising a sleeping element.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff will generally work between the hours of 8am and 10pm with a sleeping element
<p>Staff Qualifications</p>	

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	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Bryn Lodge
Telephone Number	01639894416
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	4995

Complaints

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We have a number of routine forums where our young people are consulted on how our homes operate. In each service, a weekly home meeting is conducted and chaired by our Advisory Board Representative and young people are given the opportunity to share their views on how the home is run including:</p> <ul style="list-style-type: none"> • The activities that go on • The meals they eat • The look and feel of the homes, all-encompassing • Weekly meetings also act as an opportunity for Advisory Board members to report back on the Advisory Board meetings. Our Advisory Board meets each half term and each home is represented by a young person. The board comprises a Young Persons Chair and a Children's Rights Champion. During our meetings, the young people are given the opportunity to inform how we operate as a provider and for them carry forward the views and wishes of the young people they represent from each home. Our QoC review is also used to consult our young people on how the service operates
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Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Young people have access to a large garden outside which has a lawned and patio area where young people can relax and enjoy garden games during the summer months.
Provide details of any other facilities to which the residents have access	The young people have access to a large kitchen area, a dining room with a separate lounge space, a games room and a quiet lounge for relaxing. Children also have their own en-suite bathroom contained within spacious bedrooms.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>There are a number of arrangements in place to support engagement from the young people at Bryn Lodge such as House Meetings (where weekly menu's and activities are regularly discussed), ad-hoc conversations, Keyworker Sessions, complaints processes, as well as attending team meetings and handovers. The young people at Bryn Lodge are also encouraged to meet in private during Reg 73 visits and CIW inspections with opportunities given to meet with the Operations Manager and/or the Responsible Individual in private at Head Office.</p> <p>Our on-line secure recording system, SUE Solutions, allows for the young people to take control of their care journey through "A Window into a Child Life" and "All About Me". In these sections of the recording system, the young people can state what is important to them, how they want to be looked after and what aims, goals and wishes that they have. "All About Me" will be renamed "My Personal Plan" as the content of this section encourages our young people to have control and ownership of their care journey at Bryn Lodge.</p> <p>The young people have a voice and are able to express their views and opinions through their close relationships with the staff group with both children commenting on the staff team as being positive in their experience at Bryn Lodge – more significantly that they have trusted adults they can talk to, especially when things are tough. All three young people state that they can talk about things that are important to them and feel like their thoughts and opinions are listened to.</p> <p>Individuality and self-identity is promoted within the home and the young people are given a budget and encouraged to decorate their bedroom to their own personal taste, purchase clothing of their choice and have haircuts that express their personality. Each young person has their own style and character and this is celebrated within the home.</p> <p>There is good evidence in the inclusion of the young people in the admissions process with the views of the children being sought prior to a child's arrival.</p> <p>Our children do not always attend their CLA Reviews, however, when they would rather not attend they feel that their keyworkers represent them appropriately at such important meetings.</p> <p>The staff team recognise the children's rights to access independent advocacy. Our two longer standing young people state they understand what advocacy is and have been offered the service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each young person has been registered with the local doctors, dentist and optician and have attended check-ups and appointments when health issues arise, and all three young people state that they have someone they can talk to if they have any health concerns. Medical consents are obtained to ensure any health needs are met in a timely way. The professionals involved with the young people feel the home is supportive and proactive in ensuring health needs are met.</p> <p>Bryn Lodge ensures that children have access to support they need including thoughtful, trauma-informed and trauma-specific therapies. All young people have a current Therapeutic Assessment, one young person engages in weekly sessions with our psychotherapist and has undertaken direct work on identity and belonging. All young people stated that they are familiar with the members of the DASHH Team and understood their roles, as well as the psychotherapists within the organisations. Due to the barriers of two of the young people engaging with our psychotherapist, visits to the home have been made in order to break down potential barriers and build relationships. The staff team have also been supported by our psychotherapists to develop their skill in Trauma Informed Approaches through Theraplay and messy play.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through surveys and Reg 73 visits, all three children at Bryn Lodge stated that they feel well looked after and have somebody to talk to if they were having problems. The response from the staff team was that they are confident that the home does all it can to protect our young people from harm.</p> <p>Athena Care Group's admission process has been reviewed and revised which now involves the organisations Health and Safety and Maintenance Manager, the Training and Development Officer, Operations Manager and Manager at the pre-admission stage. This has led to robust risk assessing of behaviours, environment and staff skill sets in order to provide the safest possible service from the outset.</p> <p>The home recognise that children need to be enabled to take sensible risks in order to grow and develop their resilience and that if they are not allowed the space to take risks that are a natural and perfectly ordinary part of growing up this has been evidenced in multiple ways. The teams strong trusting relationships with the young people helps them explore situations with the safety of knowing that the team will not judge, or reject. The staff team feel the home fully assess the risks to its young people's safety and wellbeing and does all it can to protect the young people from harm. The professionals involved in the care of the children at Bryn Lodge state that they feel the children are safe at the service.</p> <p>The staff team have undertaken behaviour management and safeguarding training and appropriately report safeguarding matters to the local safeguarding team. All staff have been encouraged to download the Wales Safeguarding Procedures. This, according to the survey, has instilled confidence in the professionals around the children that safeguarding matters will be dealt with effectively.</p> <p>All new staff undertake extensive induction training and shadow shift process prior to supporting our children and staff feedback that their induction equips them for the work that they undertake. All staff feel that their training is suitable for their experience and the tasks that they undertake and helps them provide a good level of care. Unqualified staff work towards achieving the QCF Level three in Health and Social Care: Children and Young People after completing the All-Wales Induction Framework.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Bryn Lodge's recent CIW report states that the home is "comfortable, clean and generally well-maintained". The CIW report recognises that staff "complete health and safety training to ensure they understand their responsibilities in relation to these matters and they complete routine health and safety checks". The organisations Health and Safety and Maintenance Manager undertakes quarterly Health and Safety Audits of the home and undertakes the homes fire risk assessment.</p> <p>Each young person has their own bedroom which allows for privacy and dignity with there being a separate games room where the children are encouraged to play more active games such as table football. This allows for the young people to spend time together or pursue separate activities and their own interests.</p> <p>The young people at Bryn Lodge have ownership of and have personalised their own bedrooms. There has also been consultation regarding the decoration of the communal areas with photos of each child placed around the home. Our "Building Brighter Futures" outcomes framework allows young people to have ownership of their care journey in the home as well as exercising their right to voice and control. Planned key working agendas flow from the young people Personal Plans and are reviewed regularly via All About Me discussions where actions and targets are set on a monthly basis.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>6</p>

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

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

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

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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	the Senior staff in post have recently undergone extensive training and support via our Options Development Program
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8am and 10pm with some shifts compromising a sleep in element
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
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?	Yes
<div style="border: 1px solid green; padding: 5px;"> <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	5
No. of posts vacant	3
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8am and 10pm with some shifts compromising a sleep in element
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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	6

Domestic staff

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

Does your service structure include roles of this type?	No
---	----

Other types of staff

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

Service Details

Name of Service	New House Lodge
Telephone Number	02920599906
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	4995

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We have a number of routine forums where our young people are consulted on how our homes operate. In each service, a weekly house meeting is conducted and chaired by our Advisory Board Representative and young people are given the opportunity to share their views on how the home is run including:</p> <ul style="list-style-type: none"> • The activities that go on • The meals they eat • The look and feel of the homes, all-encompassing <p>Weekly meetings also act as an opportunity for Advisory Board reps to report back on the Advisory Board meetings. Our Advisory Board meets each half term and each home is represented by a young person. The board comprises a Young Persons Chair and a Children's Rights Champion. During our meetings, the young people are given the opportunity to inform how we operate as a provider and for them carry forward the views and wishes of the young people they represent from each home. Our QoC review is also used to consult our young people on how the service operates</p>

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Young people have access to a large garden area which is fenced and well maintained. The garden has recently been renovated and lawn has been established to provide further leisure space for young people
Provide details of any other facilities to which the residents have access	Young people have two bathrooms inclusive of a shower room and separate bathroom which they are able to access. Young people are also able to access a lounge / dining area and a kitchen area with a breakfast bar. the annex attached to the home is currently undergoing renovation to allow for additional space within the home.

Communicating with people who use the service

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

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.

There are a number of arrangements in place to support engagement from the young people at New House lodge such as House Meetings (where weekly menu's and activities are regularly discussed), ad-hoc conversations, Keyworker Sessions, complaints processes, as well as attending team meetings and handovers. The young people at New House lodge are also encouraged to meet in private during Reg 73 visits and CIW inspections with opportunities given to meet with the Operations Manager and/or the Responsible Individual in private at Head Office.

Our on-line secure recording system, SUE Solutions, allows for the young people to take control of their care journey through "A Window into a Child Life" and "All About Me". In these sections of the recording system, the young people can state what is important to them, how they want to be looked after and what aims, goals and wishes that they have. "All About Me" will be renamed "My Personal Plan" as the content of this section encourages our young people to have control and ownership of their care journey at New House Lodge.

The home continues to have the same representative at Athena Care Group's Young Persons Advisory Board where there was valuable input regarding the running of the organisation and individual homes. The Board gives our young people a valued voice, help us understand our children's care experience and informs how we shape policy and practice. At the recent Forums the group reviewed rates of pocket money, requested an increase in activity money during half term and access to IT equipment. This resulted in extra activity money being made available for school holidays and tablets being purchased for the children to access in the homes to utilise for leisure time and studies.

The young people have a voice and are able to express their views and opinions through their close relationships with the staff group with both children commenting on the staff team as being positive in their experience at New House Lodge – more significantly that they have trusted adults they can talk to, especially when things are tough. All young people state that they can talk about things that are important to them and feel like their thoughts and opinions are listened to.

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.

Each young person has been registered with the local doctors, dentist and optician and have attended check-ups and appointments when health issues arise, and all three young people state that they have someone they can talk to if they have any health concerns. Medical consents are obtained to ensure any health needs are met in a timely way. The professionals involved with the young people feel the home is supportive and proactive in ensuring health needs are met.

New House Lodge ensures that children have access to support they need including thoughtful, trauma-informed and trauma-specific therapies. Only one young person has a current Therapeutic Assessment, one young person undertook grief counselling with the DASHH Teams Trauma Informed Practitioner prior to moving away from the home. Both young people engages in weekly sessions with our psychotherapist and has undertaken direct work on identity and belonging. All young people stated that they are familiar with the members of the DASHH Team and understood their roles, as well as the psychotherapists within the organisations. Due to the barriers of two of the young people engaging with our psychotherapist, an additional therapist has been sourced to support the home to mitigate challenges around travelling which has been highlighted as a barrier to attending therapy.

The staff team at New House Lodge understand that family relationships can be complicated and that sibling relationships can be an important protective factor for children. While living at New House Lodge, it is recognised that the children are growing up around others who are not their family. Those relationships with family members are respected and – where appropriate – are promoted. All young people state that they are able to keep in touch with their family and friends with both young people being happy with the arrangements in place for family time.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through surveys and Reg 73 visits, all three children at New House Lodge stated that they feel well looked after and have somebody to talk to if they were having problems. The response from the staff team was that they are confident that the home does all it can to protect our young people from harm.</p> <p>Athena Care Group's admission process has been reviewed and revised which now involves the organisations Health and Safety and Maintenance Manager, Operations Manager and Manager at the pre-admission stage. This has led to robust risk assessing of behaviours, environment and staff skill sets in order to provide the safest possible service from the outset.</p> <p>The home recognise that children need to be enabled to take sensible risks in order to grow and develop their resilience and that if they are not allowed the space to take risks that are a natural and perfectly ordinary part of growing up this has been evidenced in multiple ways. The teams strong trusting relationships with the young people helps them explore situations with the safety of knowing that the team will not judge, or reject. The staff team feel the home fully assess the risks to its young people's safety and wellbeing and does all it can to protect the young people from harm. The professionals involved in the care of the children at New House Lodge state that they feel the children are safe at the service.</p> <p>The staff team have undertaken behaviour management and safeguarding training and appropriately report safeguarding matters to the local safeguarding team. All staff have been encouraged to download the Wales Safeguarding Procedures. This, according to the survey, has instilled confidence in the professionals around the children that safeguarding matters will be dealt with effectively.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>New House Lodge recent CIW report states that the home is "comfortable, clean and generally well-maintained". The CIW report recognises that staff "complete health and safety training to ensure they understand their responsibilities in relation to these matters and they complete routine health and safety checks". The organisations Health and Safety and Maintenance Manager undertakes quarterly Health and Safety Audits of the home and undertakes the homes fire risk assessment.</p> <p>The home utilises URBEST – an online management system to report and record environmental issues within the home which are rectified by the maintenance team or by external contractors when necessary. This system also allows for scheduling recurring work such as Legionella checks, PUWER checks and annual inspection checks for gas, electric & fire safety compliance and is monitored daily by the maintenance team.</p> <p>Tele-gence monitors the control of the organisational vehicles via a black box with any violation triggers a notification.</p> <p>There have been a number of changes to the layout of New House which has resulted in a smoother flowing home where the young people have more space to relax or have time alone but not in their bedroom. This is inclusive of soundproofing the downstairs bedroom to allow for confidentiality and prevent indirect triggering.</p> <p>Our "Building Brighter Futures" outcomes framework allows young people to have ownership of their care journey in the home as well as exercising their right to voice and control. Planned key working agendas flow from the young people Personal Plans and are reviewed regularly via All About Me discussions where actions and targets are set on a monthly basis.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>

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

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

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

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8am and 10pm with sleep in elements on some shifts
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	0
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

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

Staff generally work between the hours of 8am and 10pm with sleep in elements on some shifts.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

1

No. of staff working towards the required/recommended qualification

5

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No

Service Profile

Service Details

Name of Service	Old Road Lodge
Telephone Number	01639642171
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

5

Fees Charged

The minimum weekly fee payable during the last financial year?

4500

The maximum weekly fee payable during the last financial year?

4995

Complaints

What was the total number of formal complaints made during the last financial year?

5

Number of active complaints outstanding

0

Number of complaints upheld	3
Number of complaints partially upheld	2
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We have a number of routine forums where our young people are consulted on how our homes operate. In each service, a weekly house meeting is conducted and chaired by our Advisory Board Representative and young people are given the opportunity to share their views on how the home is run including:</p> <ul style="list-style-type: none"> • The activities that go on • The meals they eat • The look and feel of the homes, all-encompassing • Weekly meetings also act as an opportunity for Advisory Board reps to report back on the Advisory Board meetings. Our Advisory Board meets each half term and each home is represented by a young person. The board comprises a Young Persons Chair and a Children's Rights Champion. During our meetings, the young people are given the opportunity to inform how we operate as a provider and for them to carry forward the views and wishes of the young people they represent from each home. Our QoC review is also used to consult our young people on how the service operates

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The young people are able to access spacious and well equipped garden which offers opportunity to relax safely and with privacy from neighbours. The garden provides enough space for the young people to enjoy garden parties, outdoor games and a swimming pool during the warmer months.
Provide details of any other facilities to which the residents have access	The home has a large kitchen where the young people are encouraged to cook as part of ILS. All young people have their own en suite bathrooms and large bedrooms. There is a large living room, separate dining room, "chill out room" and a games room for the children to enjoy.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>There are a number of arrangements in place to support engagement from the young people at Old road Lodge such as House Meetings (where weekly menu's and activities are regularly discussed), ad-hoc conversations, Keyworker Sessions, complaints processes, as well as attending team meetings and handovers. The young people at Old Road Lodge are also encouraged to meet in private during Reg 73 visits and CIW inspections with opportunities given to meet with the Operations Manager and/or the Responsible Individual in private at Head Office.</p> <p>Our on-line secure recording system, SUE Solutions, allows for the young people to take control of their care journey through "A Window into a Child Life" and "All About Me". In these sections of the recording system, the young people can state what is important to them, how they want to be looked after and what aims, goals and wishes that they have. "All About Me" will be renamed "My Personal Plan" as the content of this section encourages our young people to have control and ownership of their care journey at Old Road Lodge.</p> <p>The home continues to have the same representative at Athena Care Group's Advisory Board where there was valuable input regarding the running of the organisation and individual homes. The Board gives our young people a valued voice, help us understand our children's care experience and informs how we shape policy and practice. At the recent Forums the group reviewed rates of pocket money, requested an increase in activity money during half term and access to IT equipment. This resulted in extra activity money being made available for school holidays and tablets being purchased for the children to access in the homes to utilise for leisure time and studies.</p> <p>The young people have a voice and are able to express their views and opinions through their close relationships with the staff group with both children commenting on the staff team as being positive in their experience at Old Road Lodge – more significantly that they have trusted adults they can talk to, especially when things are tough. All three young people state that they can talk about things that are important to them and feel like their thoughts and opinions are listened to.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each young person has been registered with the local doctors, dentist and optician and have attended check-ups and appointments when health issues arise, and all three young people state that they have someone they can talk to if they have any health concerns. Medical consents are obtained to ensure any health needs are met in a timely way. The professionals involved with the young people feel the home is supportive and proactive in ensuring health needs are met.</p> <p>Old Road Lodge ensures that children have access to support they need including thoughtful, trauma-informed and trauma-specific therapies. Only one young person has a current Therapeutic Assessment and one young person engages in weekly sessions with our psychotherapist and has undertaken direct work on identity and belonging. All young people stated that they are familiar with the members of the DASHH Team and understood their roles, as well as the psychotherapists within the organisations. Due to the barriers of two of the young people engaging with our psychotherapist, visits to the home have been made in order to break down potential barriers and build relationships.</p> <p>The whole staff team have undertaken Administration of Medication and First Aid training with the majority having also completed Health and Nutrition training.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through surveys and Reg 73 visits, all three children at Old Road Lodge stated that they feel well looked after and have somebody to talk to if they were having problems. The response from the staff team was that they are confident that the home does all it can to protect our young people from harm.</p> <p>The staff team have undertaken behaviour management and safeguarding training and appropriately report safeguarding matters to the local safeguarding team. All staff have been encouraged to download the Wales Safeguarding Procedures. This, according to the survey, has instilled confidence in the professionals around the children that safeguarding matters will be dealt with effectively.</p> <p>Quarterly Monitoring Reviews and Monthly Reports are submitted each month by the manager and these documents are overseen by the Operations Manager, HR Manager and Responsible Individual.</p> <p>Old Road Lodge continues to establish a leadership culture that upholds children's rights and applies the values of care, attachment, attunement and co-regulation in day-to-day life. The DASHH Team has a practitioner who is a GSA registered PMVA (Restrictive Physical Intervention) instructor who is able to support the homes in managing difficult behaviours. The DASHH Practitioner also provides debriefs, training around the use of RPI, guidance on Individual Risk Assessments and Behaviour Strategies. Safety Huddles are also provided to allow a safe space for staff to reflect and to talk through situations that they have been involved in. The aim is to continuously reduce the possibilities for the use of RPI in line with the Reducing Physical Interventions Framework.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home utilises URBEST – an online management system to report and record environmental issues within the home which are rectified by the maintenance team or by external contractors when necessary. This system also allows for scheduling recurring work such as Legionella checks, PUWER checks and annual inspection checks for gas, electric & fire safety compliance and is monitored daily by the maintenance team.</p> <p>Tele-gence monitors the control of the organisational vehicles via a black box with any violation triggers a notification.</p> <p>There have been a number of changes to the layout of Old Road which has resulted in a smoother flowing home where the young people have more space to relax or have time alone but not in their bedroom. This is inclusive of soundproofing the downstairs bedroom to allow for confidentiality and prevent indirect triggering.</p> <p>Each young person has their own bedroom which allows for privacy and dignity with there being a separate games room where the children are encouraged to play more active games such as table football. This allows for the young people to spend time together or pursue separate activities and their own interests.</p> <p>The young people at Old Road Lodge have ownership of and have personalised their own bedrooms. There has also been consultation regarding the decoration of the communal areas with photos of each child placed around the home.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8 am and 10pm sometimes with a sleep in element
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8am and 10pm which will occasionally compromise a sleep in
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Woodlands Lodge
Telephone Number	01792446030
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	4995

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	6
Number of complaints partially upheld	2
Number of complaints not upheld	0

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We have a number of routine forums where our young people are consulted on how our homes operate. In each service, a weekly home meeting is conducted and chaired by our Advisory Board Representative and young people are given the opportunity to share their views on how the home is run including:</p> <ul style="list-style-type: none"> • The activities that go on • The meals they eat • The look and feel of the homes, all-encompassing • Weekly meetings also act as an opportunity for Advisory Board members to report back on the Advisory Board meetings. Our Advisory Board meets each half term and each home is represented by a young person. The board comprises a Young Persons Chair and a Children's Rights Champion. During our meetings, the young people are given the opportunity to inform how we operate as a provider and for them carry forward the views and wishes of the young people they represent from each home. Our QoC review is also used to consult our young people on how the service operates
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a spacious and well equipped garden where the young people can relax and spend time outside. The garden also has a summer house which has recently been renovated where the young people can spend time relaxing during the summer months.
Provide details of any other facilities to which the residents have access	The young people are able to access two communal spaces which are equipped with TV's and games consoles as well as a dining area with a range of board games. The kitchen has recently been refurbished and is well equipped to support young people who wish to utilise the space.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>There are a number of arrangements in place to support engagement from the young people at Woodlands Lodge such as Home Meetings (where weekly menu's and activities are regularly discussed), ad-hoc conversations, Keyworker Sessions, complaints processes, as well as attending team meetings and handovers. The young people at Woodlands Lodge are also encouraged to meet in private during Reg 73 visits and CIW inspections with opportunities given to meet with the Operations Manager and/or the Responsible Individual in private at Head Office. Our on-line secure recording system, SUE Solutions, allows for the young people to take control of their care journey through "A Window into a Child Life" and "All About Me". In these sections of the recording system, the young people can state what is important to them, how they want to be looked after and what aims, goals and wishes that they have. "All About Me" will be renamed "My Personal Plan" as the content of this section encourages our young people to have control and ownership of their care journey at Woodlands Lodge.</p> <p>The home continues to have the same representative at Athena Care Group's Childrens Forum where there was valuable input regarding the running of the organisation and individual homes. The forum gives our young people a valued voice, help us understand our children's care experience and informs how we shape policy and practice. At the recent Forums the group reviewed rates of pocket money, requested an increase in activity money during half term and access to IT equipment. This resulted in extra activity money being made available for school holidays and tablets being purchased for the children to access in the homes to utilise for leisure time and studies.</p> <p>The young people have a voice and are able to express their views and opinions through their close relationships with the staff group with both children commenting on the staff team as being positive in their experience at Woodlands Lodge – more significantly that they have trusted adults they can talk to, especially when things are tough. All three young people state that they can talk about things that are important to them and feel like their thoughts and opinions are listened to.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each young person has been registered with the local doctors, dentist and optician and have attended check-ups and appointments when health issues arise, and all three young people state that they have someone they can talk to if they have any health concerns. Medical consents are obtained to ensure any health needs are met in a timely way. The professionals involved with the young people feel the home is supportive and proactive in ensuring health needs are met.</p> <p>Woodlands Lodge ensures that children have access to support they need including thoughtful, trauma-informed and trauma-specific therapies including therapeutic assessments. During this reporting period, one young person undertook grief counselling with the DASHH Teams Trauma Informed Practitioner prior to moving away from the home. All young people stated that they are familiar with the members of the DASHH Team and understood their roles, as well as the psychotherapists within the organisations. Due to the barriers of two of the young people engaging with our psychotherapist, visits to the home have been made in order to break down potential barriers and build relationships.</p> <p>Two of the young people have been in Woodlands Lodge for a long period which has also allowed for them to remain in consistent school environments – supporting good educational development, nurture and social growth. These schools provide places, relationships and opportunities which prepares them for life beyond school along while supporting risk reduction. The home has sourced weekly tutoring to support one young person with his studies. One young person has been excluded from education and focus must be on her receiving her educational entitlement and producing a structured home-schooling day as a temporary measure. All children have access to a computer within the home to support them with their studies.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through surveys and Reg 73 visits, all three children at Woodlands Lodge stated that they feel well looked after and have somebody to talk to if they were having problems. The response from the staff team was that they are confident that the home does all it can to protect our young people from harm.</p> <p>Athena Care Group's admission process has been reviewed and revised which now involves the organisations Health and Safety and Maintenance Manager, the Training and Development Officer, Operations Manager and Manager at the pre-admission stage. This has led to robust risk assessing of behaviours, environment and staff skill sets in order to provide the safest possible service from the outset.</p> <p>The home recognise that children need to be enabled to take sensible risks in order to grow and develop their resilience and that if they are not allowed the space to take risks that are a natural and perfectly ordinary part of growing up this has been evidenced in multiple ways. The teams strong trusting relationships with the young people helps them explore situations with the safety of knowing that the team will not judge, or reject. The staff team feel the home fully assess the risks to its young people's safety and wellbeing and does all it can to protect the young people from harm. The professionals involved in the care of the children at Woodlands Lodge state that they feel the children are safe at the service.</p> <p>The staff team have undertaken behaviour management and safeguarding training and appropriately report safeguarding matters to the local safeguarding team. All staff have been encouraged to download the Wales Safeguarding Procedures. This, according to the survey, has instilled confidence in the professionals around the children that safeguarding matters will be dealt with effectively. Quarterly Monitoring Reviews and Monthly Reports are submitted each month by the manager and these documents are overseen by the Operations Manager, HR Manager and Responsible Individual.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Woodlands Lodge's recent CIW report states that the home is "comfortable, clean and generally well-maintained". The CIW report recognises that staff "complete health and safety training to ensure they understand their responsibilities in relation to these matters and they complete routine health and safety checks". The organisations Health and Safety and Maintenance Manager undertakes quarterly Health and Safety Audits of the home and undertakes the homes fire risk assessment.</p> <p>The home utilises URBEST – an online management system to report and record environmental issues within the home which are rectified by the maintenance team or by external contractors when necessary. This system also allows for scheduling recurring work such as Legionella checks, PUWER checks and annual inspection checks for gas, electric & fire safety compliance and is monitored daily by the maintenance team.</p> <p>Tele-gence monitors the control of the organisational vehicles via a black box with any violation triggers a notification.</p> <p>There have been a number of changes to the layout of Woodlands which has resulted in a smoother flowing home where the young people have more space to relax or have time alone but not in their bedroom. This is inclusive of soundproofing the downstairs bedroom to allow for confidentiality and prevent indirect triggering. The home has a large rear garden which backs onto woodland which can aid with regulation, positive health outcomes and social cohesion.</p> <p>Each young person has their own bedroom which allows for privacy and dignity with there being a separate games room where the children are encouraged to play more active games such as table football. This allows for the young people to spend time together or pursue separate activities and their own interests.</p> <p>The young people at Woodlands Lodge have ownership of and have personalised their own bedrooms. There has also been consultation regarding the decoration of the communal areas with photos of each child placed around the home. Our "Building Brighter Futures" outcomes framework allows young people to have ownership of their care journey in the home as well as exercising their right to voice and control. Planned key working agendas flow from the young people Personal Plans and are reviewed regularly via All About Me discussions where actions and targets are set on a monthly basis.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 8

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

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

Staff Type

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

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

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

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8am and 10pm and will occasionally sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff generally work between the hours of 8am and 10pm and will occasionally sleep in. there would typically be three staff on duty per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No