

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:	Branas Isaf (Holdings) Ltd
The provider was registered on:	19/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Bythnod & Hendre Llwyd	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/10/2018
Responsible Individual(s)	Kathleen Jones
Manager(s)	Claire Brown
Maximum number of places	7
Service Conditions	There are no conditions associated to this service
Pant Glas Uchaf	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/10/2018
Responsible Individual(s)	Kathleen Jones
Manager(s)	Karly Williams
Maximum number of places	7
Service Conditions	There are no conditions associated to this service
Maes Brith	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/10/2018
Responsible Individual(s)	Kathleen Jones
Manager(s)	Stacey Nagle, Ian Finnigan, Emily Weeks
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Dewis Cyfarfod	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/10/2018
Responsible Individual(s)	Kathleen Jones
Manager(s)	Tracey Huggett
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

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	Each employee has an individual Personal Development Plan. Each home has a training matrix which identifies mandatory, service specific (mandatory) and personal development listed. In order to establish training needs of staff the quality of care explores training and development needs. training needs have been met via e'learning, in house specialist training, external training providers and in house coaching/workshops. Budgets are agreed once training and development needs are identified.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Branas utilises recruitment and onboarding business support via our organisations resourcing team. We also utilise the caretech marketing team to support job adverts and promotional material. We have utilised the We Care Wales platform. We have also benefited from initiatives that we introduced to make us competitive with in the sector (e.g. recommend a friend scheme, welcome bonus). To retain staff we have invested heavily in training and development, career progression & increased salaries

## Service Profile

### Service Details

Name of Service	Bythnod & Hendre Llwyd
Telephone Number	01490440409
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	Welsh language is offered. We have Welsh speaking staff and are able to support placements for young people who are Welsh first language.

## Service Provision

### People Supported

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

The minimum weekly fee payable during the last financial year?	4250
The maximum weekly fee payable during the last financial year?	6260

### 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	1
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people are consulted via keyworker sessions, via Mind of My Own app, via wishes, views and feelings in readiness for each Personal Planning Meeting and Review meetings, quality questionnaires, Exit questionnaires, monthly community meetings, Branaf I saf wider group young persons forum. We consult young people about their staff via asking for feedback prior to appraisal with an employee and young people have participated in devising questions at interview. Young people are involved in weekly menu planning, decor/home environment, their risk management plans/behaviour support plans/ next step plans.

### Service Environment

How many bedrooms at the service are single rooms?	7
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?	6
How many dining rooms at the service?	2

Provide details of any outside space to which the residents have access	we have vast grounds of many acres which includes lawned areas , flower beds and rockeries, hardstanding/tarmac areas. There is a playing field with football goal posts that can also be used for other sports and activities plus opportunity for young people to skate/ cycle on the tarmac areas. There is a large pond/lake which is utilised for fishing. There are public footpaths nearby for use for recreational walks.
Provide details of any other facilities to which the residents have access	There is a large recreation building room and a communal laundry room. The recreation room includes gym/fitness equipment, pool table, table tennis, computer games and tv and large projector/screen for movie nights.

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	Yes
List 'Other' forms of non-verbal communication used	Mind of my own app

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young People living at the home are provided a multitude of ways in which they can have their say about the care and support they receive. We engage initially by completing All about Me and devising initial personal plan, risk management plans with young people. Throughout their time living with us young people have keyworker sessions, they record their views in their How's my week been? weekly report, they have the opportunity to share views, wishes and feelings and have these recorded on their personal plans/ in meetings and there is a written response to any requests/suggestions made on records. Young people are consulted about all aspects of their care and support- this includes family time, health and well being, risk and positive behaviour plans, their living environment. We also have community meetings, group dialectical behavioural therapy groups, individual therapy via our in-house clinicians, Branas wider Young Person's forum and homes community meetings. Questionnaires for reviews, independent Quality Assurance Visits and exit questionnaires are requested in order to support our developments in our service delivery.</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 an individual health care plan in addition to a personal plan- these plans in conjunction with associated plans (positive behaviour support Plans, risk management plans, next step plans etc) support promotion of health and wellbeing. Health and wellbeing is monitored and planned for via our multi-disciplinary personal planning processes and via regular key worker sessions. We also promote the use of Mind of My own app. Health appointments are checked to ensure frequency and health is monitored as part of or ongoing planning processes. Therapeutic interventions and support are provided via our in-house Clinical team and any specialist treatment/intervention required is sourced externally as identified within our MDT planning processes. We have very close links with our Local Authority Looked After Health professionals and have introduced work shops and consultations within the service in order to benefit the young people living at the home- this has proven to be a positive experience for those young people who were previously reluctant to attend health appointments as they have felt safer attending consultations with paediatrician/ Looked After Health Professionals at the Branas Service. All young people are up to date or in the process of having follow up appointments/health checks. We did experience some challenges with dental check ups due to covid impact although pleased to report these are all back on track.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is paramount. All staff receive child protection training and are made aware of whistleblowing procedures. A whistleblowing hotline/email is available for staff to whistle blow outside of the home, Branas/ organisation if they wish so this further safeguards young people. The risk assessments, Unauthorised protocols in place support safeguarding. All Managers receive DSL training and the Responsible Individual is the point of contact for advice as she is the Designated Safeguarding lead for the group. We review safeguarding as part of daily/monthly Manager monitoring, via external QA visits and via RI visits. Young people have reported via Mind of My own apps and via quality of service questionnaires that they feel safe living at the home. Risk assessments and individual risk management plans identify potential risks for the young person and any potential risk to other young people living at the home. Where there are concerns in respect of unauthorised absence, self harm etc safety plans are put in place in order to appropriately support. Regular staff supervision includes review of safeguarding and whether there are any safeguarding concerns. In the event of a safeguarding concern we ensure appropriate action is taken in response to safeguard, referrals are made to our Local Authority safeguarding and notifications made to other relevant bodies/ individuals. We respond appropriately in order to keep young people safe. We also have clear expectations regarding bullying and all staff and young people are aware of expectations. Staff receive training on how to respond to bullying and initiatives are put in place to promote an anti bullying home- this has included promotion of anti bullying week &amp; competitions and peer support. The Health &amp; Safety responsibilities are taken seriously at the service with all risk assessments and Health &amp; Safety certification in place and programmed via our Facilities support team for when these are due to be reviewed. Health and safety checks are undertaken regularly and in line with recommended frequency. Any areas for action are responded to as a matter of priority. Substances that may be harmful are stored and used correctly in line with individual risks. Medication processes are in place that ensure safe storage, administration and disposal of medication. All staff have training in respect of health &amp; safety in the workplace, COSHH, safe storage and administration of medication.</p>

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

We use the Good Lives Model as our therapeutic model. The Good Lives model is designed to support young people to recognise the needs they were looking to meet through harmful behaviour and promote/seek more pro social ways to meet these needs (goods). We have adapted this model for use with our young people and have developed good lives outcomes measures that are used to track development in key Good Lives outcome areas. These outcomes also link with the National Well Being outcomes. Outcomes are tracked via scoring by the multidisciplinary team and by the young person scoring upon admission and at each bi-monthly personal planning meetings. Within the Good Lives plan young people are encouraged to seek out their aspirations for a 'good' future. We incorporate the young person's desires for the future, what success will look like for them in their personal plans and next steps plans. Next steps plans use staged development and encouragement so that young people can reach their ultimate end goal. We ensure that the home environment is one of warmth, nurture and encouragement. The home itself is well furnished, tidy and staff role model and promote a well cared for environment for the young people to live in. Structures to ensure good upkeep of the home are in place and all health and safety aspects are attended to as necessary. All young people have the right to privacy in their bedroom/bathroom and also have opportunity to have a say in the home environment. There are recreation opportunities in the onsite recreation room and plenty of well maintained grounds so that young people can play safely outdoors. Routines for cleaning, cooking and shopping etc are included as part of the young persons weekly programme.

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)	22
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	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.	HR training workshops Apprenticeship level 4 (working towards) Supervision training Understanding autism Complaints handling COSHH Counter bullying harmful sexual behaviour Mental health awareness Understanding attachment and ACE's Trauma Informed Care for Managers Data protection. GDPR Fire safety & Fire Warden Health & Safety Law Lone working MAYBO Positive approaches to Behaviour for young people Modules 1-7 Mental Capacity Act including DOLS Nutrition & Hydration safe administration of medication

#### 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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen awareness Autism understanding Trauma informed care for Managers/Deputies complaints handling conflict management HR workshops Supervision training COSHH counter bullying appropriate adult data protection fire safety first aid food safety health and safety awareness IOSHH Mental Capacity Act & DOLS Mental health awareness nutrition and hydration safe administration of medication
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0



No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
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.	<p>Good lives Model  Allergen awareness  autism understanding  care of medicines advanced  complaints handling  conflict management  counter bullying  Appropriate adult  child care law  harmful sexual behaviour  good lives  cse  mental health awareness  radicalisation  report writing and record keeping  safer recruitment  self harm  understanding attachment and ACE's  data protection  Emergency first aid  Fire warden for care  Health and safety law  lone worker  MAYBO module 1-7  MCA an DOLS  Missing from home  Person centred thinking</p>
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Typical shift patterns in operation for employed staff</b>	
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 consists of 2 days on 4 days off plus training and meetings. 40 hours per week averaged over a four/five week period. Staffing is usually 1-1 young person- staff ratios however if needs greater than 2-1 staffing possible.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	

No. of staff in post	14
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	7
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	0
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>COSHH Ethos and values Good Lives Harmful Sexual Behaviour MAYBO CEOP CSE mental health awareness self harm understanding attachment and ACE prevent lone worker</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	14
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.	<p>Generally 2 on 4 off shift pattern 0800-2300 each day plus additional sleep in's. Plus training and team meetings etc. Staffing levels normally 1-1 staff to young person ratio's however additional staffing as required for need. One young person currently 2-1 staffing levels.</p>
<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	10

Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer-general maintenance and repair across the home (and other Branas Group homes in the same region)
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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working at heights PAT testing
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	1

No. of staff working toward required/recommended qualification	0
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#### Service Profile

##### Service Details

Name of Service	Dewis Cyfarfod
Telephone Number	01678530395
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Welsh & English (not all staff are fluent in Welsh)

#### 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?	4250
The maximum weekly fee payable during the last financial year?	5960

##### 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	0
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?	Young people are consulted via keyworker sessions, via Mind of My Own app, via wishes, views and feelings in readiness for each Personal Planning Meeting and Review meetings, quality questionnaires, Exit questionnaires, monthly community meetings, Branaf I saf wider group young persons forum. We consult young people about their staff via asking for feedback prior to appraisal with an employee and young people have participated in devising questions at interview. Young people are involved in weekly menu planning, decor/home environment, their risk management plans/behaviour support plans/ next step plans.

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2

Provide details of any outside space to which the residents have access	The home is set in over 5 acres of grounds with wooded areas, lawns, car parking areas, herb garden and vegetable garden. It is a rurally located property overlooking fields and river dee at the front of the property.
Provide details of any other facilities to which the residents have access	There is a large detached building utilised as a recreation room. This has a pool table, games equipment, library of books and games, TV and computer games. There is also a WC off the recreation room. There is also a shed which is used to store fishing equipment and bikes etc.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young People living at the home are provided a multitude of ways in which they can have their say about the care and support they receive. We engage initially by completing All about Me and devising initial personal plan, risk management plans with young people. Throughout their time living with us young people have keyworker sessions, they record their views in their How's my week been? weekly report, they have the opportunity to share views, wishes and feelings and have these recorded on their personal plans/ in meetings and there is a written response to any requests/suggestions made on records. Young people are consulted about all aspects of their care and support- this includes family time, health and well being, risk and positive behaviour plans, their living environment. We also have community meetings, group dialectical behavioural therapy groups, individual therapy via our in-house clinicians, Branas wider Young Person's forum and homes community meetings. Questionnaires for review, independent Quality Assurance Visits and exit questionnaires are requested in order to support our developments in our service delivery.</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 an individual health care plan in addition to a personal plan- these plans in conjunction with associated plans (positive behaviour support Plans, risk management plans, next step plans etc) support promotion of health and wellbeing. Health and wellbeing is monitored and planned for via our multi-disciplinary personal planning processes and via regular key worker sessions. We also promote the use of Mind of My own app. Health appointments are checked to ensure frequency and health is monitored as part of or ongoing planning processes. Therapeutic interventions and support are provided via our in-house Clinical team and any specialist treatment/intervention required is sourced externally as identified within our MDT planning processes. We have very close links with our Local Authority Looked After Health professionals and have introduced work shops and consultations within the service in order to benefit the young people living at the home- this has proven to be a positive experience for those young people who were previously reluctant to attend health appointments as they have felt safer attending consultations with paediatrician/ Looked After Health Professionals at the Branas Service. All young people are up to date or in the process of having follow up appointments/health checks. We did experience some challenges with dental check ups due to covid impact although pleased to report these are all back on track.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is paramount. All staff receive child protection training and are made aware of whistleblowing procedures. A whistleblowing hotline/email is available for staff to whistle blow outside of the home, Branas/ organisation if they wish so this further safeguards young people. The risk assessments, Unauthorised protocols in place support safeguarding. All Managers receive DSL training and the Responsible Individual is the point of contact for advice as she is the Designated Safeguarding lead for the group. We review safeguarding as part of daily/monthly Manager monitoring, via external QA visits and via RI visits. Young people have reported via Mind of My own apps and via quality of service questionnaires that they feel safe living at the home. Risk assessments and individual risk management plans identify potential risks for the young person and any potential risk to other young people living at the home. Where there are concerns in respect of unauthorised absence, self harm etc safety plans are put in place in order to appropriately support. Regular staff supervision includes review of safeguarding and whether there are any safeguarding concerns. In the event of a safeguarding concern we ensure appropriate action is taken in response to safeguard, referrals are made to our Local Authority safeguarding and notifications made to other relevant bodies/ individuals. We respond appropriately in order to keep young people safe. We also have clear expectations regarding bullying and all staff and young people are aware of expectations. Staff receive training on how to respond to bullying and initiatives are put in place to promote an anti bullying home- this has included promotion of anti bullying week &amp; competitions and peer support. The Health &amp; Safety responsibilities are taken seriously at the service with all risk assessments and Health &amp; Safety certification in place and programmed via our Facilities support team for when these are due to be reviewed. Health and safety checks are undertaken regularly and in line with recommended frequency. Any areas for action are responded to as a matter of priority. Substances that may be harmful are stored and used correctly in line with individual risks. Medication processes are in place that ensure safe storage, administration and disposal of medication. All staff have training in respect of health &amp; safety in the workplace, COSHH, safe storage and administration of medication.</p>

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

We use the Good Lives Model as our therapeutic model. The Good Lives model is designed to support young people to recognise the needs they were looking to meet through harmful behaviour and promote/seek more pro social ways to meet these needs (goods). We have adapted this model for use with our young people and have developed good lives outcomes measures that are used to track development in key Good Lives outcome areas. These outcomes also link with the National Well Being outcomes. Outcomes are tracked via scoring by the multidisciplinary team and by the young person scoring upon admission and at each bi-monthly personal planning meetings. Within the Good Lives plan young people are encouraged to seek out their aspirations for a 'good' future. We incorporate the young person's desires for the future, what success will look like for them in their personal plans and next steps plans. Next steps plans use staged development and encouragement so that young people can reach their ultimate end goal. We ensure that the home environment is one of warmth, nurture and encouragement. The home itself is well furnished, tidy and staff role model and promote a well cared for environment for the young people to live in. Structures to ensure good upkeep of the home are in place and all health and safety aspects are attended to as necessary. All young people have the right to privacy in their bedroom/bathroom and also have opportunity to have a say in the home environment. There are recreation opportunities in the onsite recreation room and plenty of well maintained grounds so that young people can play safely outdoors. Routines for cleaning, cooking and shopping etc are included as part of the young persons weekly programme.

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)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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



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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Informed care Harmful Sexual Behaviour Good Lives Model Safer recruitment HR workshops

#### 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

#### Deputy service manager

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

#### Filled and vacant posts

No. of staff in post	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
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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.	Apprenticeship Level 5 CCYP Allergen awareness Autism understanding Trauma informed care for Managers/Deputies complaints handling conflict management HR workshops Supervision training COSHH counter bullying appropriate adult data protection fire safety first aid food safety health and safety awareness Mental Capacity Act & DOLS Mental health awareness nutrition and hydration safe administration of medication
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	

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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Good lives Model  Allergen awareness  autism understanding  care of medicines advanced  complaints handling  conflict management  counter bullying  Appropriate adult  child care law  harmful sexual behaviour  good lives  cse  mental health awareness  radicalisation  report writing and record keeping  safer recruitment  self harm  understanding attachment and ACE's  data protection  Emergency first aid  Fire warden for care  Health and safety law  lone worker  MAYBO module 1-7  MCA an DOLS  Missing from home  Person centred thinking</p>
<p>Contractual Arrangements</p>	
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.	Generally consists of 2 days on 4 days off plus training and meetings. 40 hours per week averaged over a four/five week period. Staffing is usually 1-1 young person- staff ratios however if needs greater than 2-1 staffing possible.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
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	8
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8

Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Ethos and values Good Lives Harmful Sexual Behaviour MAYBO CEOP CSE mental health awareness self harm understanding attachment and ACE prevent lone worker
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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 2 on 4 off shift pattern 0800-2300 each day plus additional sleep in's. Plus training and team meetings etc. Staffing levels normally 1-1 staff to young person ratio's.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer-general maintenance and repair across the home (and other Branmas Group homes in the same region)
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0

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

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

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

#### 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	1
No. of staff working toward required/recommended qualification	0

### Service Profile

#### Service Details

Name of Service	Maes Brith
Telephone Number	01490413113
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	Welsh

## 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?	4250
The maximum weekly fee payable during the last financial year?	5960

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people are consulted in a variety of ways. This includes use of mind of my own app, questionnaires, suggestion box, young person community meetings, views, wishes and feeling gathered for or personal planning meetings & other meetings (e.g. CLA review), exit interview at point of discharge. We also commission NYAS to undertake quality monitoring visits monthly and they consult with young people to gather their views. Independent advocacy visitors are commissioned to attend the home monthly. RI seeks views of young people via Branas Forum and at RI visits.

### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Maes Brith is set in extensive grounds over over one acre. There are extensive lawns, vegetable plot and barbeque area.
Provide details of any other facilities to which the residents have access	There is a recreation/games room with a snooker table and dart board. Also there is a games/seating area with computer game & TV and a separate additional lounge in the cottage used for games/watching tv.

### 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	Yes
List 'Other' forms of non-verbal communication used	Mind of my own app

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.

Young People living at the home are provided a multitude of ways in which they can have their say about the care and support they receive. We engage initially by completing All about Me and devising initial personal plan, risk management plans with young people. Throughout their time living with us young people have keyworker sessions, they record their views in their How's my week been? weekly report, they have the opportunity to share views, wishes and feelings and have these recorded on their personal plans/ in meetings and there is a written response to any requests/suggestions made on records. Young people are consulted about all aspects of their care and support- this includes family time, health and well being, risk and positive behaviour plans, their living environment. We also have community meetings, group dialectical behavioural therapy groups, individual therapy via our in-house clinicians, Branas wider Young Person's forum and homes community meetings. Questionnaires for reviews, independent Quality Assurance Visits and exit questionnaires are requested in order to support our developments in our service delivery.

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 an individual health care plan in addition to a personal plan- these plans in conjunction with associated plans (positive behaviour support Plans, risk management plans, next step plans etc) support promotion of health and well-being. Health and well being is monitored and planned for via our multi-disciplinary personal planning processes and via regular key worker sessions. We also promote the use of Mind of My own app. Health appointments are checked to ensure frequency and health is monitored as part of or ongoing planning processes. Therapeutic interventions and support are provided via our in-house Clinical team and any specialist treatment/intervention required is sourced externally as identified within our MDT planning processes. We have very close links with our Local Authority Looked After Health professionals and have introduced workshops and consultations within the service in order to benefit the young people living at the home- this has proven to be a positive experience for those young people who were previously reluctant to attend health appointments as they have felt safer attending consultations with paediatrician/ Looked After Health Professionals at the Branas Service. All young people are up to date or in the process of having follow up appointments/health checks. We did experience some challenges with dental check ups due to covid impact although pleased to report these are all back on track.



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

Safeguarding is paramount. All staff receive child protection training and are made aware of whistleblowing procedures. A whistleblowing hotline/email is available for staff to whistle blow outside of the home, Branabas/ organisation if they wish so this further safeguards young people. The risk assessments, Unauthorised protocols in place support safeguarding. All Managers receive DSL training and the Responsible Individual is the point of contact for advice as she is the Designated Safeguarding lead for the group. We review safeguarding as part of daily/monthly Manager monitoring, via external QA visits and via RI visits. Young people have reported via Mind of My own apps and via quality of service questionnaires that they feel safe living at the home. Risk assessments and individual risk management plans identify potential risks for the young person and any potential risk to other young people living at the home. Where there are concerns in respect of unauthorised absence, self harm etc safety plans are put in place in order to appropriately support. Regular staff supervision includes review of safeguarding and whether there are any safeguarding concerns. In the event of a safeguarding concern we ensure appropriate action is taken in response to safeguard, referrals are made to our Local Authority safeguarding and notifications made to other relevant bodies/ individuals. We respond appropriately in order to keep young people safe. We also have clear expectations regarding bullying and all staff and young people are aware of expectations. Staff receive training on how to respond to bullying and initiatives are put in place to promote an anti bullying home- this has included promotion of anti bullying week & competitions and peer support. The Health & Safety responsibilities are taken seriously at the service with all risk assessments and Health & Safety certification in place and programmed via our Facilities support team for when these are due to be reviewed. Health and safety checks are undertaken regularly and in line with recommended frequency. Any areas for action are responded to as a matter of priority. Substances that may be harmful are stored and used correctly in line with individual risks. Medication processes are in place that ensure safe storage, administration and disposal of medication. All staff have training in respect of health & safety in the workplace, COSHH, safe storage and administration of medication.

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

We use the Good Lives Model as our therapeutic model. The Good Lives model is designed to support young people to recognise the needs they were looking to meet through harmful behaviour and promote/seek more pro social ways to meet these needs (goods). We have adapted this model for use with our young people and have developed good lives outcomes measures that are used to track development in key Good Lives outcome areas. These outcomes also link with the National Well Being outcomes. Outcomes are tracked via scoring by the multi disciplinary team and by the young person scoring upon admission and at each bi-monthly personal planning meetings. Within the Good Lives plan young people are encouraged to seek out their aspirations for a 'good' future. We incorporate the young person's desires for the future, what success will look like for them in their personal plans and next steps plans. Next steps plans use staged development and encouragement so that young people can reach their ultimate end goal. We ensure that the home environment is one of warmth, nurture and encouragement. The home itself is well furnished, tidy and staff role model and promote a well cared for environment for the young people to live in. Structures to ensure good upkeep of the home are in place and all health and safety aspects are attended to as necessary. All young people have the right to privacy in their bedroom/bathroom and also have opportunity to have a say in the home environment. There are recreation opportunities in the onsite recreation room and plenty of well maintained grounds so that young people can play safely outdoors. Routines for cleaning, cooking and shopping etc are included as part of the young persons weekly programme.

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) 12

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
Dementia	1	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Informed care 3 day Manager modules HR training workshops Apprenticeship- Leadership & Management CCYP Level 5 Supervision training Understanding autism Complaints handling COSHH Counter bullying harmful sexual behaviour Mental health awareness Understanding attachment and ACE's Trauma Informed Care for Managers Data protection. GDPR Fire safety & Fire Warden Health & Safety Law Lone working MAYBO Positive approaches to Behaviour for young people Modules 1-7 Mental Capacity Act including DOLS Nutrition & Hydration safe administration of medication	

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	HR training workshops Level 4 apprenticeship- working towards Trauma Informed care Supervision training Understanding autism Complaints handling COSHH Counter bullying harmful sexual behaviour Mental health awareness Understanding attachment and ACE's Trauma Informed Care for Managers Data protection. GDPR Fire safety & Fire Warden Health & Safety Law Lone working MAYBO Positive approaches to Behaviour for young people Modules 1-7 Mental Capacity Act including DOLS Nutrition & Hydration safe administration of medication
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<b>Contractual Arrangements</b>
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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.
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No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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

Other supervisory staff
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Does your service structure include roles of this type?	No
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Nursing care staff
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Does your service structure include roles of this type?	No
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Registered nurses
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Does your service structure include roles of this type?	No
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Senior social care workers providing direct care
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Does your service structure include roles of this type?	Yes
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<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>
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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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision Legislation Good lives Model Allergen awareness autism understanding care of medicines advanced complaints handling conflict management counter bullying Appropriate adult child care law harmful sexual behaviour good lives cse mental health awareness radicalisation report writing and record keeping safer recruitment self harm understanding attachment and ACE's data protection Emergency first aid Fire warden for care Health and safety law lone worker MAYBO module 1-7 MCA an DOLS Missing from home Person centred thinking
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

<p>Typical shift patterns in operation for employed staff</p>	
<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.</p>	<p>Generally consists of 2 days on 4 days off plus training and meetings. 40 hours per week averaged over a four/five week period. Staffing is usually 1-1 young person.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>2</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>9</p>
<p>No. of posts vacant</p>	<p>1</p>
<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>	
<p>Induction</p>	<p>4</p>
<p>Health &amp; Safety</p>	<p>9</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>9</p>
<p>Infection, prevention &amp; control</p>	<p>9</p>
<p>Manual Handling</p>	<p>9</p>
<p>Safeguarding</p>	<p>9</p>
<p>Medicine management</p>	<p>9</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>9</p>
<p>Food Hygiene</p>	<p>9</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>COSHH Ethos and values Good Lives Harmful Sexual Behaviour MAYBO CEOP CSE mental health awareness self harm understanding attachment and ACE prevent lone worker</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>9</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>

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)	8
No. of part-time staff (17-34 hours per week)	1
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 2 on 4 off shift pattern 0800-2300 each day plus additional sleep in's. Plus training and team meetings etc. Staffing levels normally 1-1 staff to young person ratio's.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer- general maintenance and repair across the home (and other Branas Group homes in the same region)
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working at heights PAT testing
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	1
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Pant Glas Uchaf
Telephone Number	01824710327
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	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	4250
The maximum weekly fee payable during the last financial year?	6200

##### Complaints



What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people are consulted via keyworker sessions, via Mind of My Own app, via wishes, views and feelings in readiness for each Personal Planning Meeting and Review meetings, quality questionnaires, Exit questionnaires, monthly community meetings, Branas Isaf wider group young persons forum. We consult young people about their staff via asking for feedback prior to appraisal with an employee and young people have participated in devising questions at an interview. Young people are involved in weekly menu planning, decor/home environment, their risk management plans/behaviour support plans/ next step plans.

#### Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	The home is set in approximately 5 acres of grounds. The grounds include flower beds, rockeries, veg plot and flat lawn areas for play. There is also a large barn in the grounds which is watertight and has been adapted for use as a recreation barn (contains sports equipment, snooker, table tennis, basket ball court hoops, football goals. Each cottage has its own small garden area. There is also an adjoining building to the barn for storage of bikes & fishing equipment etc.
Provide details of any other facilities to which the residents have access	recreational play barn containing sports equipment, snooker table, table tennis set, badminton set, cannonball games, sports/gym equipment, football goals and basket ball equipment. There is a large meeting/function room in the office building which is utilised for group celebrations/social get togethers and meetings.

#### 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	Yes
List 'Other' forms of non-verbal communication used	Mind of my own app

#### 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>Young People living at the home are provided a multitude of ways in which they can have their say about the care and support they receive. We engage initially by completing All about Me and devising initial personal plan, risk management plans with young people. Throughout their time living with us young people have keyworker sessions, they record their views in their How's my week been? weekly report, they have the opportunity to share views, wishes and feelings and have these recorded on their personal plans/ in meetings and there is a written response to any requests/suggestions made on records. Young people are consulted about all aspects of their care and support- this includes family time, health and well being, risk and positive behaviour plans, their living environment. We also have community meetings, group dialectical behavioural therapy groups, individual therapy via our in-house clinicians, Branas wider Young Person's forum and homes community meetings. Questionnaires for reviews, independent Quality Assurance Visits and exit questionnaires are requested in order to support our developments in our service delivery.</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 an individual health care plan in addition to a personal plan- these plans in conjunction with associated plans (positive behaviour support Plans, risk management plans, next step plans etc) support promotion of health and wellbeing. Health and well being is monitored and planned for via our multi-disciplinary personal planning processes and via regular key worker sessions. We also promote the use of Mind of My own app. Health appointments are checked to ensure frequency and health is monitored as part of or ongoing planning processes. Therapeutic interventions and support are provided via our in-house Clinical team and any specialist treatment/intervention required is sourced externally as identified within our MDT planning processes. We have very close links with our Local Authority Looked After Health professionals and have introduced work shops and consultations within the service in order to benefit the young people living at the home- this has proven to be a positive experience for those young people who were previously reluctant to attend health appointments as they have felt safer attending consultations with paediatrician/ Looked After Health Professionals at the Branas Service. All young people are up to date or in the process of having follow up appointments/health checks. We did experience some challenges with dental check ups due to covid impact although pleased to report these are all back on track.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding is paramount. All staff receive child protection training and are made aware of whistleblowing procedures. A whistleblowing hotline/email is available for staff to whistle blow outside of the home, Branas/ organisation if they wish so this further safeguards young people. The risk assessments, Unauthorised protocols in place support safeguarding. All Managers receive DSL training and the Responsible Individual is the point of contact for advice as she is the Designated Safeguarding lead for the group. We review safeguarding as part of daily/monthly Manager monitoring, via external QA visits and via RI visits. Young people have reported via Mind of My own apps and via quality of service questionnaires that they feel safe living at the home. Risk assessments and individual risk management plans identify potential risks for the young person and any potential risk to other young people living at the home. Where there are concerns in respect of unauthorised absence, self harm etc safety plans are put in place in order to appropriately support. Regular staff supervision includes review of safeguarding and whether there are any safeguarding concerns. In the event of a safeguarding concern we ensure appropriate action is taken in response to safeguard, referrals are made to our Local Authority safeguarding and notifications made to other relevant bodies/ individuals. We respond appropriately in order to keep young people safe. We also have clear expectations regarding bullying and all staff and young people are aware of expectations. Staff receive training on how to respond to bullying and initiatives are put in place to promote an anti bullying home- this has including promotion of anti bullying week &amp; competitions and peer support. The Health &amp; Safety responsibilities are taken seriously at the service with all risk assessments and Health &amp; Safety certification in place and programmed via our Facilities support team for when these are due to be reviewed. Health and safety checks are undertaken regularly and in line with recommended frequency. Any areas for action are responded to as a matter of priority. Substances that may be harmful are stored and used correctly in line with individual risks. Medication processes are in place that ensure safe storage, administration and disposal of medication. All staff have training in respect of health &amp; safety in the workplace, COSHH, safe storage and administration of medication.</p>

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

We use the Good Lives Model as our therapeutic model. The Good Lives model is designed to support young people to recognise the needs they were looking to meet through harmful behaviour and promote/seek more pro social ways to meet these needs (goods). We have adapted this model for use with our young people and have developed good lives outcomes measures that are used to track development in key Good Lives outcome areas. These outcomes also link with the National Well Being outcomes. Outcomes are tracked via scoring by the multidisciplinary team and by the young person scoring upon admission and at each bi-monthly personal planning meetings. Within the Good Lives plan young people are encouraged to seek out their aspirations for a 'good' future. We incorporate the young person's desires for the future, what success will look like for them in their personal plans and next steps plans. Next steps plans use staged development and encouragement so that young people can reach their ultimate end goal. We ensure that the home environment is one of warmth, nurture and encouragement. The home itself is well furnished, tidy and staff role model and promote a well cared for environment for the young people to live in. Structures to ensure good upkeep of the home are in place and all health and safety aspects are attended to as necessary. All young people have the right to privacy in their bedroom/bathroom and also have opportunity to have a say in the home environment. There are recreation opportunities in the onsite recreation room and plenty of well maintained grounds so that young people can play safely outdoors. Routines for cleaning, cooking and shopping etc are included as part of the young persons weekly programme.

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)	31
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	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.	HR training workshops Apprenticeship level 4 (working towards) Supervision training Understanding autism Complaints handling COSHH Counter bullying harmful sexual behaviour Mental health awareness Understanding attachment and ACE's Trauma Informed Care for Managers Data protection. GDPR Fire safety & Fire Warden Health & Safety Law Lone working MAYBO Positive approaches to Behaviour for young people Modules 1-7 Mental Capacity Act including DOLS Nutrition & Hydration safe administration of medication

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	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.	<p>HR training workshops  Level 5 CCYP  Supervision training  Understanding autism  Complaints handling  COSHH  Counter bullying  harmful sexual behaviour  Mental health awareness  Understanding attachment and ACE's  Trauma Informed Care for Managers  Data protection. GDPR  Fire safety &amp; Fire Warden  Health &amp; Safety Law  Lone working  MAYBO Positive approaches to Behaviour for young people Modules 1-7  Mental Capacity Act including DOLS  Nutrition &amp; Hydration  safe administration of medication</p>
<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

<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Good lives Model  Allergen awareness  autism understanding  care of medicines advanced  complaints handling  conflict management  counter bullying  Appropriate adult  child care law  harmful sexual behaviour  good lives  cse  mental health awareness  radicalisation  report writing and record keeping  safer recruitment  self harm  understanding attachment and ACE's  data protection  Emergency first aid  Fire warden for care  Health and safety law  lone worker  MAYBO module 1-7  MCA an DOLS  Missing from home  Person centred thinking  Level 4 apprenticeship (x 2)</p>
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Contractual Arrangements	
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No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
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Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Generally consists of 2 days on 4 days off plus training and meetings. 40 hours per week averaged over a four/five week period. Staffing is usually 1-1 young person- staff ratios however if needs greater than 2-1 staffing possible.
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Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.
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Filled and vacant posts	
No. of staff in post	23
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	2
Health & Safety	23
Equality, Diversity & Human Rights	23
Infection, prevention & control	23
Manual Handling	23
Safeguarding	23
Medicine management	23
Dementia	0
Positive Behaviour Management	23
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Ethos and values Good Lives Harmful Sexual Behaviour MAYBO CEOP CSE mental health awareness self harm understanding attachment and ACE prevent lone worker
Contractual Arrangements	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	20
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.	<p>Generally 2 on 4 off shift pattern 0800-2300 each day plus additional sleep in's. Plus training and team meetings etc. Staffing levels normally 1-1 staff to young person ratio's however additional staffing as required for need. One young person currently 2-1 staffing levels.</p> <p>Zero hour staff may complete part shifts (e.g. to cover training/ meetings) or full 24 hour shifts.</p>
Staff Qualifications	



No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	9
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer- General maintenance and repair duties.
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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working at heights PAT testing
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	1
No. of staff working toward required/recommended qualification	0