

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: Bridgend County Borough Council Adults and Children's Services

The provider was registered on: 21/09/2018

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

The regulated services delivered by this provider were:

Hillsboro Residential Home for Children and Young People	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	01/11/2022
Responsible Individual(s)	Daniel Bolton
Manager(s)	Jayne Sealey
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Bryn Y Cae Residential Services for older people	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/09/2018
Responsible Individual(s)	
Manager(s)	Penelope Griffiths
Maximum number of places	37
Service Conditions	There are no conditions associated to this service
Ty OwmOgwr Residential Home for Older People	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	16/10/2018
Responsible Individual(s)	
Manager(s)	Kamakashi Pulla
Maximum number of places	28
Service Conditions	There are no conditions associated to this service
Breakaway Short Stay Service	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/11/2018
Responsible Individual(s)	
Manager(s)	Rebecca Pratt, Catherine Worvell
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Bridgend County Borough Council Domiciliary Care Services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/01/2020
Responsible Individual(s)	
Manager(s)	Angela Davies, Sharman Williams, Ceri Williams, Barbara Jones
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Bakers Way Short Breaks Service	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/09/2018
Responsible Individual(s)	Daniel Bolton
Manager(s)	Debra Evans
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Harwood House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/09/2018
Responsible Individual(s)	Daniel Bolton
Manager(s)	Debra Evans
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Maple Tree House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/12/2018
Responsible Individual(s)	Daniel Bolton
Manager(s)	
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Sunny Bank	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	04/10/2018
Responsible Individual(s)	Daniel Bolton
Manager(s)	Karl Culpeck
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty Llwynderw	
Service Type	Care Home Service
Type of Care	Adults Without Nursing

Approval Date	20/05/2019
Responsible Individual(s)	
Manager(s)	Kay Rees
Maximum number of places	10
Service Conditions	There are no conditions associated to this service

Ty Ynysawdre	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/12/2018
Responsible Individual(s)	
Manager(s)	Kay Rees
Maximum number of places	15
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	SCDWP deliver a training programme for the social care workforce via e-learning, 'in person' and on line. Registered and designated Managers are responsible to maintain staff training matrix's for their service areas. Each service will hold a record of mandatory and core training, and service / individual specific training requirements and compliance. The R.I's review compliance levels and training requirements on a quarterly basis with their management teams
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In the past 12 months we have adapted the way that we advertise positions at Bridgend, using targeted advertising on social media with info-graphics that highlight the package that Bridgend can offer. We have recently completed a re-structuring of the staff at each service, increasing the amount of staff which enables us to use less agency, putting less pressure on our staff. We have introduced deputy manager roles at two of the services.

Service Profile

Service Details

Name of Service	Bakers Way Short Breaks Service
Telephone Number	01656720509
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	Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs. Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	26
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Every six months quality assurance questionnaires are offered to parents, social workers, relevant professionals, and individuals who use the service.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A large secure garden area with recreational equipment such as swing, roundabout, trampoline, wooden castle, play house and mud kitchen
Provide details of any other facilities to which the residents have access	<p>Safety and security within a comfortable and pleasant home-like environment</p> <ul style="list-style-type: none"> • Range of individually decorated and furnished bedrooms suited to specific individual needs, therefore allowing some choice • Bathroom and toilet facilities on both floors adapted to cater for specific individual needs • Aids and equipment suitable for those children / young people with physical disabilities • Specialist bed's for children with physical disabilities • Laundry facilities • Individualised menus and provision to meet special dietary requirements • A soft play room • A room furnished with sensory equipment • Toys, games and books suitable for all ages and both genders • Televisions, DVD's, music centre, game consoles, tablet and iPad. • A mini-bus for trips for social and recreational purposes.

Communicating with people who use the service

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

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The home undergoes regular auditing in aspects of performance and quality, ensuring we can maintain high standards and work towards best practice. The audits feed into action plans to ensure we continually develop our practice. These have been consistently carried out since the introduction of the new RI in November 2022 and this is something we are going to continue to develop.

Every six months assurance questionnaires are now offered to parents, social workers, staff and individuals residing in the home. Every three months personal plans reports are produced looking at outcomes, compliments, complaints, staffing and the environment among other key performance indicators.

Baker's Way prides itself on being person centred and outcome focused, therefore we ensure we listen to and respect the views of the young people we support. We also like to ensure we take guidance from and listen to all parents / stakeholders surrounding a young person. We strive to ensure the young people at Baker's Way are happy with their care and support and they feel their views are considered with regards to their environment, care, and education, which is why we complete survey questionnaires to collect feedback data and look at ways in which we can improve these areas.

At Baker's Way we have care and support meetings, during the meetings all professionals involved in the young person's care discuss what's working well, how getting on at school, home and Baker's way, any medication changes etc to evaluate and review the wellbeing and personal outcomes for the child/ young person.

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.

The children and young people's health needs are met, robust medication plans are in place due to the children complex health needs.

Diet and menus are planned around the children and young people dietary requirements and their likes and dislikes – ensuring health options are offered and provided.

Physical activity is encouraged, the service has access to a playground, equipment in the garden and a trampoline within the grounds/children. We have an indoor soft play area too.

Bakers Way maintain good relationships with the families of the young people to ensure that their care and support needs are met. Families make regular calls to the service to update us on any changes or needs their child requires. Baker's Way strives to continue to maintain these relationships for the best possible outcomes for the children and young people.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff working at Bakers Way would have received safeguarding training during induction and this is refreshed. All staff also complete the All-Wales Induction Framework where there is a booklet on safeguarding for them to work through which is signed off by the manager. The home promotes a manager open-door policy, and the manager remains open and transparent with safeguarding. All staff are updated regarding policies such as whistleblowing. All policies are accessible to staff, and we are in process of putting these on the intranet so updated policies are easily accessible to staff.</p> <p>We ensure that individuals are supported to make complaints if they wish to do so and as previously stated we are in the process of making that a more, young person/child friendly document or procedure can be implemented.</p> <p>The home endeavors to protect the confidentiality of the young people by abiding by GDPR regulations, anonymizing paperwork where appropriate and password protecting electronic documentation where required.</p> <p>Children / young people at Bakers Way are provided with short stays. Most are living at home and are ordinarily the responsibility of their parents/carers, who maintain parental responsibility for their child/young person whilst they are receiving a short break stay at Bakers Way. Many of the children/young people receiving the service at Bakers Way have communication difficulties, and it is recognised that disabled children/young people can be more vulnerable to abuse/neglect. Bakers Way staff, therefore, are continually alert to any expression, verbal or non-verbal or any other signs, that a child/young person may be experiencing abuse.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Risk assessments in place to identify all known risks and the management of such risks are reviewed and monitored by the management team <input type="checkbox"/> Staff are trained in safeguarding procedures and how to report concerns via the safeguarding Policy/ Procedures <input type="checkbox"/> Staff respond and take action to protect any person at risk of neglect, physical harm or abuse <input type="checkbox"/> Referrals to safeguarding if there is a known risk of neglect, abuse or harm. <input type="checkbox"/> Management discussions with staff who have been involved in medication errors. <input type="checkbox"/> Responsible Individual notified of all referrals to safeguarding team and notifications to CIW
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>There are two downstairs bedrooms which are wheelchair accessible and three upstairs bedrooms. There is a minimum of one member of staff to sleep in and one staff member to be awake throughout the night.</p> <p>Parents/carers normally send in advance any special request for their child's participation in any sporting or cultural activities. As a matter of good practice staff at Bakers Way would endeavour to respond to any request, however short the notice.</p> <p>At Bakers Way we have a range of toys, books, games and learning materials available to children/young people.</p> <p>Bakers Way has a sensory room with a range of equipment to provide sensory stimulation to children/young people whilst at Bakers Way. We have an indoor soft play area and a garden area with playground equipment and a trampoline.</p> <p>We have purpose built equipment aids in the bathroom area for the bath and shower and safe space beds to meet the needs for the young people.</p> <p>Bakers Way has its own mini-bus, which has a tail-lift for children/young people who use wheelchairs, staff can transport the children/young person to different venues enabling them to access a range of social and recreational opportunities when children / young people are receiving respite.</p> <p>The home has a site wide risk assessment which addresses risk specific to the accommodation and surrounding area. The home has a Business Continuity Plan to address any potential situations that could impact the accommodation.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 14

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	1
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	0
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling 2 day passport, Medication Awareness Gastro Theory Gastro Pump and Bolus Nasal Feeding Asthma Epi Pen Suction Administration of Midazolam Epilepsy	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Management and Care of Young Persons (PEG, Nasogastric Tube and Epi Pen) Management and Care of Young Persons (Suction Therapy, Oxygen Therapy & Ashma Care) Practical Skills in Applied Behaviour Analysis Communication Using Visual Support
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 social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	3
Dementia	0

Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Back to Basics Management and Care of Young Persons (PEG, Nasogastric Tube and Epi Pen) Management and Care of Young Persons (Suction Therapy, Oxygen Therapy & Ashma Care) Team Teach Practical Skills in Applied Behaviour Analysis Communication Using Visual Support
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	4
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.	The staff work a rolling rota, with x5 staff on shift each day when the service is operating at full capacity. But this changes depending on the needs of the young people being booked in to stay at the service.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Breakaway Short Stay Service

Telephone Number	01656743295
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	38
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	781.93

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Primarily the Registered Manager, assistant team leader and staff maintained regular communication with each individual and their family to provide support and advice where required. The service has sent a variety of letters out communicating the changes to the staff team, general communication about what is going on or planned and the booking documents to ensure that people have the opportunities of selecting their preferred date of stays.</p> <p>In the most recent CIW inspection, the inspector stated: 'There is oversight of the quality of care and support being provided, and both care staff, people staying at the service, and their relatives/representatives have the opportunity to give feedback.'</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	The service has a large, wheelchair accessible garden area and summer house. In the summer house is seating and an electricity supply for lighting and electrical equipment. There are paved patio areas with seating directly outside the rear door To the front of the building is off road parking for safe entry and egress to the property
Provide details of any other facilities to which the residents have access	Individuals have access to a vehicle for community access

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The Registered Manager and assistant team leader has regularly engaged with families and individuals. This has taken place in a variety of formats, face to face, over the phone, over email or via new letters.</p> <p>Occupancy levels have increased to pre-pandemic levels during this period.</p> <p>The service offers activities which vary dependant on people's choices and preferences. Each person's information details how people like their needs to be met and reviewed prior to each stay</p> <p>CIW Inspection in September stated,</p> <p>'People are supported to have control over their day to day life whilst staying at Breakaway. They are able to ask for their preferred foods, stay in their preferred room where possible, and are supported to go out for leisure activities of their choice.'</p> <p>Individuals' information details how people like their needs met and are clear, well organised and in the main reviewed during each respite stay.</p> <p>Compliments and feedback are welcomed by the service and have been primarily through email and verbal interaction with individuals, families, and professionals. A record of these is held at the service.</p> <p>Primarily the Registered Manager, assistant team leader and staff maintained regular communication with each individual and their family to provide support and advice where required. The service has sent a variety of letters out communicating the changes to the staff team, general communication about what is going on or planned and the booking documents to ensure that people have the opportunities of selecting their preferred date of stays.</p> <p>In the most recent CIW inspection, the inspector stated:</p> <p>'There is oversight of the quality of care and support being provided, and both care staff, people staying at the service, and their relatives/representatives have the opportunity to give feedback.'</p> <p>During this reporting period the Active support model has been introduced. This has increased the participation of the people staying at Breakaway and has given them opportunities that they may not have when at home. The people staying have met these opportunities with enthusiasm and positivity.</p> <p>During this reporting period Breakaway has successfully obtained an adapted vehicle. This has been on 'the agenda' for some years with people, families and staff advocating for this equipment to support people outside of Breakaway.</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>Breakaway has a much-focused role when supporting people to maintain their health and wellbeing. The care and support plans and service delivery plans are in place to ensure we support individuals to maintain health and wellbeing with evidence of outcomes. All individuals have access to healthcare and are registered with our local GP during their stay so advice, guidance and healthcare support is available.</p> <p>The service promotes and supports individuals to take responsibility for their own medication wherever possible, but the majority of people require support. There is a booking in / out system for all medication kept at the service and individualised MARS charts are completed at the commencement of each stay. The team comply and implement good practice with the storage and recording of medication administration.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service operates and encourages an 'open door' policy where individuals can share any concerns they have.</p> <p>Staff Training and knowledge of policies and procedures:- Safeguarding of Vulnerable Adults Confidentiality Dignity, equality and respect Whistleblowing</p> <p>The service retains a record of all training completed by individual staff.</p> <p>Breakaway provides an essential role in monitoring people's safety and wellbeing. Individualised plans are in place for each person where safeguarding concerns have been highlighted by professional services. The service uses the local authority's on-line accident/incident reporting procedure.</p> <p>In the most recent inspection report the inspector commented,</p> <p>'The current manager and deputy manager are completing a review of all files and identifying those people who have not stayed at Breakaway for a while and so may need re-referral from their care manager with an up to date assessment. Changes in need and circumstances in between people's stays are identified before they return, and a summary of a person's stay is completed at the end to make any necessary amendments to care documentation and feedback to the appropriate professional. Personal plans are person centred, contain necessary detail from a multi-disciplinary team, and identify people's outcomes for their stay. Risk assessments identify any risks to individual health and safety and actions that are needed to minimise these risks. Individualised plans are in place for each person where safeguarding concerns have been highlighted by professional services.'</p> <p>Breakaway has supported unplanned stays of people who already access the service. These occurred due to a deterioration at home / family ill health and Breakaway were able to provide the support in a timely manner. This prevented potential safeguarding situations from emerging and proved a success for the people and their families. The following is a quote from the relatives: X was very positive about his experience at Breakaway. Both he and his mother were impressed with the staff and property, X is looking forward to his return on Thursday. Many thanks again for both your hospitality and support for X.'</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The focus of the service is to, "provide preventative and proactive quality support, to provide breaks for individuals, their families and carers to support and enable the individual to remain in their family homes'.</p> <p>The following referral process is followed as good practice:-</p> <ul style="list-style-type: none"> • Completion of a referral form identifying an individual's needs and support requirements from the service • A copy of an individual's Care Plan and associated risk plans (with the individuals consent) where available. • A meeting involving individual, family members and relevant professionals • Prior to move in completion of a service delivery plan and associated risk assessments • Transition visits and support tailored to each individual's needs <p>The referral process includes information from the individual, their families and any relevant professionals about what they want the service to support them with on a practical level, this can include safeguarding, personal care and medication administration, and development of independent living skills.</p> <p>We maintain each person's privacy, dignity and confidentiality by ensuring all personal information is kept securely and only accessed by authorised staff and professionals. Staff are aware not to discuss any personal information in front of individuals and also the consequences if they do so.</p> <p>The bedrooms are tailored to meet any identified support needs; three bedrooms downstairs are able to support people who have limited or no mobility with access to ceiling hoists. The upstairs rooms are for those individuals who are able bodied and are able to use the lift and stairs. To ensure individuals stay in a safe and suitable environment, there are H&S checks in place to ensure any risks which has the potential to harm are reported, removed and replaced as soon as they arise.</p> <p>People have been encouraged and supported to follow guidance when using facilities or utilising resources independently. This encompassed support and guidance on areas such as preparing and cooking food, use of bathrooms with the aim of always ensuring the environment and equipment is maintained to the highest standard of cleanliness and hygiene.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 10

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?	No
	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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	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.		Legionella Epi Pen and Anaphylaxis Shock Dementia Care - 5 x days Management Training:- Exploring Difficult Conversations BCBC Policies and Procedures Mental Health Awareness for Managers MCA/Liberty of Protection Safeguards Coaching and Mentoring
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
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.	Record keeping, First Aid, Fire Safety, PEG, EpiPe n & Epilepsy, Legionella, Food Hygiene Level 1 & 2

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed 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.	9am - 4.30pm x 3 days a week 7am-2.30pm x 1 day week 3-10pm x 1 day week Shifts are worked as part of a rota 5 / 7 x days per week
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Staff Qualifications

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

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	8
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	5
Safeguarding	1
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG, EpiPen, Epilepsy, Record Keeping, GDPR, Autism, Legionella, ICT Code of Conduct
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	7
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Monday - Friday 7-10am x 3 staff 2.30-10pm x 3 staff 10pm - 7am x 1 staff Sleep-in shift x 1 staff Saturday - Sunday 7am - 3pm x 3 staff 2.30-10pm x 3 staff 10pm - 7am x 1 staff Sleep-in shift x 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

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

Service Profile

Service Details

Name of Service	Bridgend County Borough Council Domiciliary Care Services
Telephone Number	01656815011
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	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	878
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	20.92

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The Registered Managers and Provider Services Managers undertook quarterly visits to meet with individuals and their teams to gather feedback about services and support The Responsible Individual undertook Reg 73 meetings with the Registered Managers and visits across the services. Various mediums were utilised to engage with people including questionnaires, emails, and 'Having a Say' groups
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Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>People are encouraged to participate in decisions relating to their care and support delivery. We encourage people to maintain and maximise their independence and focus on what matters to them.</p> <p>Each person in receipt of domiciliary support, will be involved in developing their service delivery / response plan with the Managers and Team Leaders. Each individual will have their own person centred plan identifying how their needs and outcomes will be met.</p> <p>Where a person has been assessed as requiring care and support information is then collated with them, their family, social workers and multidisciplinary team. This is then placed in the file where staff can access and have an understanding and insight of the person, they will support. Staff will also have knowledge of people's preferences, likes and dislikes.</p> <p>Robust risk assessments are completed which provide information on the proactive prevention and management of risk such as falls and the development of independent living skills, e.g. Risk assessments informing a person's moving /handling transfers, use of appropriate equipment health and wellbeing concerns. Each service delivery / response plan should be signed and agreed by the person (where possible), family or advocate.</p> <p>People referred to the short-term reablement services receive a multidisciplinary assessment and is offered for this to be carried out in English or Welsh. A carefully redefined therapeutic programme is agreed by therapist and the individual to ensure their physical outcomes are being met and is reviewed weekly by the rapist regarding progress.</p> <p>Currently in short term services, a pre- assessment is completed with the individual and their family or carer by an OT or physio, along with a Team leader for the service. Service delivery care /therapeutic plans if required are completed and agreed in the presence of the individual. In Learning Disability services 'Having a Say' meetings enable people to contribute their views of priorities and activities across the service. QA monitoring and Reg 73 visits capture feedback from people about the services, their views on staff, support, environment and activities</p>
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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.

The focus of the service is to provide preventative and proactive support to maintain and increase individual's health, development and wellbeing; the pandemic has placed a greater emphasis on health during this period due to the potential implications of contracting COVID. Visual aids and pictures are used to help people understand some of the guidance and practices recommended to reduce the risks of transmitting or contracting COVID

There is evidence of proactive and preventative health management and support across the services particularly for individuals with learning disabilities, ongoing mental health difficulties, complex needs and dementia.

The aim is to provide safe support with medication to maintain people's health and wellbeing. The service promotes and supports individuals to develop skills and abilities to self-medicate, however many of the people we support require high levels of support / assistance in this area.

Social Workers are allocated to people within long term services. Social Worker allocation will be identified prior to support being provided. In learning disability services each individual has the opportunity of an annual health care review.

In Support at Home services:-

Therapists will review each rehabilitation programme and Social Workers will be responsible to review annually or as and when required care and support plans

The Acute Clinical Team in Trem Y Mor provide rapid assessment, intervention, diagnostic and treatment in the community avoiding where possible hospital admission.

The Mobile Response Team which is a 24hr service which responds to people in receipt of telecare services. The team provide direct assistance to requests for support for non-injury falls or personal care when appropriate.

Better at Home has been developed to provide rapid access to short term support for individuals who are in hospital and are discharged fit and may be waiting for a programme of care and rehabilitation from one of the teams.

Pharmacy Teamwork alongside all teams in the community resource team and have worked closely with colleagues within our long- and short-term services to visit individuals in the management of their medication or if there are queries with medication or obtaining prescriptions.

The Medication Policy was reviewed and medication guidelines developed for Support at Home and Supported Living Services

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

Safeguarding is at the heart of everything we do. The service implements BCBC safeguarding policies and procedures. The service has a transparent approach when things go wrong. We have a positive working relationship with our contracts monitoring & safeguarding departments.

Alongside the SOVA policies and procedures we utilise the Professional Concerns Policy and Process where concerns are raised about staff conduct either in an employment or personal capacity.

Risk assessments are in place to identify all known risks and the management of such risks are reviewed and monitored by the Care management team.

Staff are trained in safeguarding procedures and how to report concerns via the safeguarding Policy/ Procedures

Staff respond and take action to protect any person at risk of neglect, physical harm, or abuse

Referrals are submitted to safeguarding if there is a known risk of neglect, abuse, or harm to people.

CIW notifications are submitted due to safeguarding adult referrals, incidents/accidents where a person is a known risk or harm to individual. Or missed calls.

Notifications to CIW and safeguarding team of management of medication errors.

Management discussions are completed with staff who have been involved in medication errors.

Responsible Individual notified of all referrals to safeguarding team and notifications to CIW

The Provider Services Managers are notified of all referrals concerning professional practice

Family/carers are kept fully informed of any concerns relating to their loved ones

Social Workers are kept fully informed by the management team of any known risks or safeguarding concerns regarding people

Management team report to Health and Safety team, Incident/accidents under the regulations 2013 Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).

In the Supported Living Services the Supported Living Managers complete finance checks in line with policy and on a quarterly basis the Service Manager completes service 'spot' checks; BCBC internal finance safeguarding team complete bi-annual audits where all records relating to individuals financial management and support is inspected - these audits recommenced from Jan 2023 following the removal of COVID restrictions.

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)	208.36

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	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managing Pressure & Maintaining Performance Mental Health Awareness for Managers Ask & Act Liberty of Protection Safeguards Infection Control Managing Pressure First Aid Delivering Difficult Conversations Leadership & Management ICT GDPR Fraud Prevention Substance Misuse Violence Against Women Assisted Eating and Drinking Refugee & Asylum Seekers Awareness Managing Pressure Dignity in Care Complaints
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	6
Safeguarding	6
Dementia	2
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act & Deprivation of Liberty Safeguards Coaching & Mentoring Dignity in Care Effective Supervision Absence Management Delivering Difficult Conversations Conducting Appraisals Accident & Incident reporting Conflict Management Managing Pressure
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	18
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	9
Safeguarding	8
Dementia	5
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Deprivation of Liberty Safeguards Training and Development for Managers Coaching & Mentoring Conducting Appraisals WCCIS Effective Supervision Absence Management Conflict Management Delivering Difficult Conversations Managing Pressure Equality and Diversity Falls Prevention Mental Health Awareness Epilepsy Stoma Training Skin Integrity Complaints
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	1
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)	16

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	2
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	300
No. of posts vacant	77
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	67
Health & Safety	0
Equality, Diversity & Human Rights	23
Manual Handling	242
Safeguarding	193
Dementia	94
Positive Behaviour Management	145
Food Hygiene	101
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control Recording Keeping First Aid Fire Safety Service & Individual Specific:- Assisted Eating & Drinking Epilepsy Stoma Care Dementia GDPR & Data Protection Whistleblowing Fire Safety Fall Prevention Dignity in Care Enabling Care Oral Health Autism Incontinence Management Sensory Loss British Sign Language (BSL) Skin Integrity
Contractual Arrangements	
No. of permanent staff	251
No. of Fixed term contracted staff	8
No. of volunteers	0

No. of Agency/Bank staff	20
No. of Non-guaranteed hours contract (zero hours) staff	41
<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)	15
No. of part-time staff (17-34 hours per week)	210
No. of part-time staff (16 hours or under per week)	34
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	246
No. of staff working towards the required/recommended qualification	27
<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.	<p>Clerical Assistant - To provide clerical support to the service</p> <p>Behaviour Specialist - To lead the development and implementation of trauma informed behaviour analysis and support for young persons. To implement new models and support focus on therapeutic interventions and place emphasis on decreasing dependency on traditional models of support and statutory services.</p> <p>Administrative Support - To provide administrative support to the service</p> <p>Home Care Co-ordinators (x11)</p>
<p>Filled and vacant posts</p>	
No. of staff in post	14
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	4
Safeguarding	2
Dementia	6
Positive Behaviour Management	5
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Caring with Pride - The Code of Professional Practice for Social Care Complaints Positive Behaviour Support Infection Control Mental Health Awareness Skin Integrity First Aid WCCIS Refresher Stoma Care Dignity in Care Enabling Care Display Screen Equipment (DSE) ICT Code of Conduct Case Recording Managing Pressure Maintaining Performance Recording Skills Self-Harm Anxiety Awareness Coercive Control Delivering Difficult Conversations GDPR and Data Protection Anti-Social Behaviour Conducting Employee Appraisals Childhood Obesity Emotional Abuse Lone Working Incontinence Management Oral Health Channel PREVENT General Awareness Email Stress Influencing Assertiveness and Negotiation Trans Awareness
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Contractual Arrangements	
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No. of permanent staff	13
No. of Fixed term contracted staff	1
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)	9
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
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No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Bryn Y Cae Residential Services for older people
Telephone Number	01656815545
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	62
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	781.97

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People, their families or carers are encouraged to express opinions about the service they receive by verbalising or completing an annual questionnaire. Individuals, family/carers. surveys were posted anonymously in the internal survey post box during February and March 2023.</p> <p>Meetings are held with people living at the home, Families / carers are also invited to these meetings which are held on a regular basis. It provides opportunities for everyone to discuss with the manager or Team Leaders how the home can make improvements or share positive stories regarding the service.</p> <p>A suggestion box is situated by the front entrance for individuals, family members etc. to anonymously put forward any suggestions.</p>

Service Environment

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	7
How many dining rooms at the service?	3

Provide details of any outside space to which the residents have access	<p>There are secure gardens with lawns, paved areas and car parking facilities to the front of the home.</p> <p>The gardens are maintained by the grounds maintenance worker. Separate access is available to the Reablement unit, and there is designated parking for emergency services.</p> <p>There are Tea & Coffee facilities available for families/visitors to make whilst visiting their loved ones or premises.</p> <p>A Dementia garden has been completed, ongoing development of the garden will take place during the spring and through the summer months with people residing at the home and volunteers from family members who wish to get involved.</p>
Provide details of any other facilities to which the residents have access	<ul style="list-style-type: none"> • NHS dental visits. • Optician. • Weekly visit by independent hairdresser. • TV, DVD & CD equipment and a computer • WI FI facilities • Access to a chaplain.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People and their families, and carers are encouraged to participate in the planning of individual plan of care, empowering people to exercise choice and control and be fully informed to live an independent life. Consider people's interests whilst ensuring person centred plans are reflecting 'what matters'</p> <p>People are encouraged to express their likes and dislikes to staff and management of the home at any time.</p> <p>Staff support and encourage people to participate in activities held at the home and access community activities of their choice.</p> <p>The home will accommodate people their families, and carer's needs to provide a quality and safe service ensuring the home offers a better life for people in a residential care home environment.</p> <p>Feedback includes - 'The staff are lovely, and the food is nice couldn't ask for a better place'</p> <p>Health & Social Care Support Plans are written by a Social Worker. This forms the basis of the care and support the home will provide to the individual</p> <p>Each person has a 'Pen Picture' giving the reader an opportunity to learn about the person to whom it refers.</p> <p>Care plans and routines are person centred giving clear direction to the reader. The use of daily routines to describe a person's day is good practice. The routines are bespoke for each person</p> <p>CIW inspection visit on the 17th of March 2023. The inspector reports 'We saw staff know people well. Interactions are warm and friendly and feedback from people is extremely positive. One person said 'Staff are marvellous...food is fabulous...I'm loving it here...I like the arts and crafts. Relatives told us 'It's lovely here...exceptional...I've seen worse hotels...staff are marvellous. We saw there are meaningful activities and projects evident at the service carried out by existing staff'</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>Bryn Y Cae provides long term residential care for up to 27 x people, a 6 bed Reablement unit which is supported by a team of on site professional's including 1 part time OT, 1 part time Physiotherapist, 1 therapist technician and respite support for up to 4 x people.</p> <p>The reablement service offers rehabilitative support and assessments for people to gain / regain independence and skills and recover from health difficulties which enables them to return home.</p> <p>Respite provides timely and planned support for individuals and their families, this assists with their health, wellbeing and enables people to continue living at home with families / carers on a longer term basis</p> <p>Bryn y Cae workforce complies with BCBC Medication procedures for adults, and are trained in first aid, and several courses run on the Boots E learning system covering diabetes, stroke, etc.</p> <p>Health needs are noted together with actions to be taken and desired outcomes. End of life priorities are discussed as part of 'My Future Plans' but at an appropriate time.</p> <p>Key workers are in place for each person, to get to know the person, ask questions about their past and their aspirations for the future, this opens doors into thinking up new past times and hobbies.</p> <p>Church visits, Claire's nails visit to paint fingernails. External groups also include G fit, Creative Mojo, Aromatherapy. 'Beautiful you sessions', continue to be arranged and take place as part of the external activity programme of the home.</p> <p>CIW inspection visit on the 17th of March 2023. The inspector reports 'People have good care and support, and access to healthcare and other services. We observed positive interactions between people and staff, and saw files show involvement from other professionals. There is a Medication Policy at the service, which has been reviewed and is in the process of approval by BCBC cabinet members. Protocols and arrangements for safe and appropriate medication management are in place and observed during the site visit. Medication charts are accurate, signed by staff, have no gaps, and regularly audited by team leaders. Daily medication room and fridge temperatures are kept to ensure safe medication storage'</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>BYC work closely with multidisciplinary colleagues to ensure people's needs are being met. Regular reviews take place and quality monitoring visits to measure compliance and quality of service are carried out by Provider service manager as per Regs 80 and Responsible Individual (RI) Regs 73.</p> <p>Bridgend County Borough Council has an up-to-date Safeguarding Policy 'Keeping People Safe' supervision policy/procedure, Whistleblowing policy and policies which have been reviewed and updated such as Infection Prevention Control, Management of medication and Administration all of which are in the process of being approved by Cabinet members.</p> <p>Care and Support includes-</p> <p>Personal delivery plans for each person provide person centred and outcome focused approaches.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Risk assessments in place to identify all known risks and the management of such risks are reviewed and monitored by the Care management team <input type="checkbox"/> Staff are trained in safeguarding procedures and how to report concerns via the safeguarding Policy/ Procedures <input type="checkbox"/> Staff respond and take action to protect any person at risk of neglect, physical harm or abuse <input type="checkbox"/> Referrals to safeguarding if there is a known risk of neglect, abuse or harm to people. <input type="checkbox"/> Management discussions with staff who have been involved in medication errors. <input type="checkbox"/> Responsible Individual notified of all referrals to safeguarding team and notifications to CIW <input type="checkbox"/> Social Workers are kept fully informed by the management team of any known risks or safeguarding concerns regarding people <input type="checkbox"/> Family/carers are kept fully informed of any concerns relating to their loved ones <input type="checkbox"/> Incident/accident reports are completed by direct care staff and investigated by the residential management team; these are logged with business support directorate. <input type="checkbox"/> Residential manager report to Health and Safety team, Incident/accidents under the regulations 2013 Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).

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

The home is warm and welcoming. It is well maintained and clean with no odours.
 There are aids and equipment to help and support people with physical mobility and cognitive needs.
 Rooms are personalised with items that are important to people living at Bryn Y Cae. Families are encouraged to bring in photos and pictures. A person's personal space is respected by all.
 With keys for rooms and suitable furniture throughout. There are thermostatic controls in each room for people to use to regulate room temperature.
 The dementia garden has been completed, further planters, flowers and other items will be purchased to establish the garden further and maintained for the future.
 People have their own 'person centred' delivery support plan, which informs who he or she are and what matters to them. These plans are reviewed monthly with the key person to ensure it is still relevant and up to date.
 Improvements to the environment continue to be made. BYC has received minor capital funding to redecorate several rooms and replace flooring through the home. Further work has been planned, to convert and reposition the existing lounge and dining area within the dementia suite. Offering people, a bigger space when they are seated in the dining area, it will also provide direct access from lounge to garden area.
 Continued efforts are made to bring in new activities to the home and to allow people to experience new interests.
 Televisions are provided in each lounge for residents to have a choice whether they wish to watch their choice of programmes and quiet areas are available.
 External lighting has recently been updated to include security around the home and blinds have been placed on all external doors for privacy and security

- Drinks and snacks are available for residents to help themselves

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)	32.72
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Awareness Managing Pressure for Social Services Delivering Difficult Conversations Ask & Act

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Absence Management Falls Prevention Delivering Difficult Conversations Hate & Mate Crime Suicide Prevention Awareness Ask & Act Managing Pressure First Aid Recording Skills
<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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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.	2 x 8am - 4pm 2 x 7.30am - 3.30pm 1 x 2-10pm Seven day rota in place
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	28
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	28
Manual Handling	33
Safeguarding	22
Medicine management	28
Dementia	0
Positive Behaviour Management	0
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR & Data Whistleblowing Fire Safety First Aid Enabling in Care Dignity in Care Oral Health Care Falls Prevention Mental Capacity Act & Deprivation of Liberty Safeguards
Contractual Arrangements	
No. of permanent staff	28
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	10

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)	10
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 365 x days a year providing 24hr support 6 - 7 x staff 7.30am - 3pm 6 x staff - 2.30-10pm 3 x staff 10pm - 7.30am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	7
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not Applicable
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not Applicable
<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
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	2 x 18.5hr Clerical Officer Undertakes administration role in the team 1 x Gardener Undertakes grounds and maintenance
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Incontinence Management Oral Health Care Suicide Prevention Awareness Legionella Awareness
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Harwood House
Telephone Number	01656653766
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

Service Provision

People Supported

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

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

Complaints

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Every three months quality assurance questionnaires are now offered to parents, social workers, teaching staff, family members, care staff and individuals residing in the home. Every month, reports are produced looking at outcomes, compliments, complaints, staffing and the environment among other key performance indicators.</p> <p>Harwood House prides itself on being person centered and outcome focused, therefore we ensure we listen to and respect the views of the young people we work with. We also like to ensure we take guidance from and listen to all stakeholders surrounding a young person. We strive to ensure the young people at Harwood House are happy with their care and support and they feel their views are considered with regards to their environment, care, and education, which is why we complete regular house meetings and children are involved all aspects of their care.</p>
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Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The garden perimeter is enclosed with a 6 foot fence, which has a double gate opening, which will be locked via padlock, next to this there is a single gate, which has a latch lock, which will not be padlocked due to fire regulations. The garden is mainly grass lawn with a paved patio area to the front of home, paved patio lawn is also at the rear of the property and has access by patio doors from the sun lounge/diner room. There is also a shed, outdoor electric sockets and a water tap.</p>
Provide details of any other facilities to which the residents have access	<p>Sun room; this room is equipped with a table and 8 chairs, sofa, TV and music player and is where children/young people and staff will have their meals together. It can also be used as a second living room/quiet area, where arts/crafts and board games can be used. Double patio doors with accessible access to patio/lawn garden area</p> <p>Interactive TV in second lounge area for young people to access.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>At Harwood House we understand that every young person is a unique individual with their own characteristic, ensuring the individual's needs and choices are being recognised, we have regular discussions and house meetings. Staff use visual aids, pictures and interactive forms to carry out surveys and house meetings, staff use photographs of young people during activities to record monthly house meetings to evidence the activities young people have enjoyed. Staff record young people's independence skills in their ILS files, task reflectors are used as key working sessions and monthly progress reports are completed for each young person. Monthly reports gather information are a good way to track progress and measure outcomes and goals achieved from previous months.</p> <p>During CLA reviews we encourage young people to attend allowing their voices to be heard. Where possible, children are encouraged to complete any questionnaire/survey prior to these meetings. The young people residing at Harwood House currently have complex needs and limited understanding which can be difficult for them to communicate their views and wishes. Staff use peps and visual prompts as an alternative way to interact and encourage communication. Best interest meetings take place with all professionals involved in the care and support for young people to gather information and ensure the best decisions are made for their care.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children/young people placed at Harwood House have specific health needs. Pre-placement discussions take place to understand and address these needs in discussion with the social worker, parents/carers and multidisciplinary professionals. This ensures each child /young person's individual health needs are appropriately met from the point of admission.</p> <p>Some children's/young people's health needs may require specialist health interventions during their placement. Staff will be up skilled through specialist or bespoke training to support children and young people within the accommodation as and when required. Specialist training is provided by Health Colleagues.</p> <p>We will aim to meet the needs of the children/young people placed as assessed by the Looked After Children's Nurse/Health Visitor and Community Paediatrician. Throughout the child/young person's placement the Looked After Children Nurse/Health Visitor continues to remain involved and consults with staff in the carrying out of individual health plans. This assistance is specialised and provides a useful resource for promoting:</p> <ul style="list-style-type: none"> • Immunisation and screening. • Communication for Non-Verbal Children. • Nutrition and diet. • Exercise and rest. • Personal hygiene. <p>Staff will liaise with the Child and Adolescent Mental Health Service, Occupational therapists and Speech and Language Therapists team supporting children/young people in clinical consultations.</p> <p>Staff will endeavor to assist each child/young person upon admission to register with one of the local doctors, dentist and opticians, unless they chose to remain with their own registered GP practice. All children and young people are expected to have an annual statutory health assessment. They are provided with a well-balanced diet, which takes into account their personal choices.</p> <p>Young people have additional support this has positively impacted the young people's development and wellbeing. Young people can access the community to enjoy activities more frequently.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home promotes equality and diversity, positive relationships and celebrates individuality for all.</p> <p>All staff working at Harwood House would have received safeguarding training during induction and this is refreshed. All staff also complete the All-Wales Induction Framework where there is a booklet on safeguarding for them to work through which is signed off by the manager. The home promotes a manager open-door policy, and the manager remains open and transparent with safeguarding. All staff are updated regarding policies such as whistleblowing. All policies are accessible to staff, and we are in process of putting these on the intranet so updated policies are easily accessible to staff.</p> <p>We ensure that individuals are supported to make complaints if they wish to do so and as previously stated we are in the process of making that a more, young person/child friendly document or procedure can be implemented.</p> <p>The home endeavors to protect the confidentiality of the young people by abiding by GDPR regulations, anonymizing paperwork where appropriate and password protecting electronic documentation where required.</p> <p>We follow BCBC safeguarding policy robustly and after all safeguarding incidents any key findings are shared as recommendations for reflection and action planning. Practice changes will be reflected in Policy and procedures, training and learning opportunities.</p> <ol style="list-style-type: none"> 1. Incidents records are audited by management/ and the RI 2. Debriefs implemented for staff and individuals after significant incidents 3. Medication is administered and stored safely in accordance with company policy. The home ensures appropriate stock of medications. 4. Risk assessments are in place for all young people, and staff read through their risk assessments prior to working with individuals, these are updated in line with personal plans but sooner if needed. 5. The home maintains a clean and tidy environment to reduce risks of accident or infection. Managers complete spot-checks/ walk arounds of the environment.
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>At Harwood House are committed to providing a high quality of care in a residential setting for up to three children/young people with complex needs, including a learning disability, aged from eight to nineteen years.</p> <p>Children / young people are usually enrolled in educational provision At Heronsbridge School.</p> <p>The service is located within the grounds of this school enabling ease of access to the school for the children/young people. In addition, fostering a close liaison between staff and a shared understanding of the complex needs of the children/young people and consistency of approach in working with the children/young people which support better outcomes. The service enables children/young people with complex needs who are unable to reside with their families to continue to attend their specialist school and remain living locally to their family, friends and school. Harwood House is a nurturing environment where children are children first, and their disability is a secondary, and the approach is the following principles -</p> <p>Children/young people at Harwood House are treated as individuals and will be provided with staff support according to their individual assessed needs.</p> <ul style="list-style-type: none"> • The service provided by Harwood House is responsive to the identified needs and planned outcomes as detailed in the individual care plan of the child/young person. • Young people have support in preparing for adulthood through an individualised independence living skills and development programme. <p>Children/young people are encouraged as far as possible to: -</p> <ul style="list-style-type: none"> • Discuss and agree activities. • Choose toys and learning materials. • Shop, cook and develop daily life skills. • Show consideration to other service-users, their property, rights and choices. • Share any concerns they may be feeling during their stay. • Take up opportunities to access community based activities. <ul style="list-style-type: none"> • Children/young people will be treated in such a way that ensures their racial, gender, religious and cultural needs are taken into account. • The home is committed to providing an environment which promotes the child/young person's growth, maturation, self-respect and personal dignity

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) 14

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	1
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	0
	Medicine management	1
	Dementia	0
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling 2 day passport, Medication Awareness Gastro Theory Gastro Pump and Bolus Nasal Feeding Asthma Epi Pen Suction Administration of Midazolam Epilepsy	
Contractual Arrangements		

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty in children and young people Back to Basics Supervision Briefing Communication using visual support
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The senior staff work a rolling rota over three weeks, with one senior staff member on each shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	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	9
No. of posts vacant	5

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty in children and young people Back to Basics Communication using visual support

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	12
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.	The staff work a rolling rota over three weeks, this is a variety of shifts including mornings, afternoons and nights/sleep-ins.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	3

Domestic staff

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

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

Service Profile

Service Details

Name of Service	Hillsboro Residential Home for Children and Young People
Telephone Number	01656 642256
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Every three months quality assurance questionnaires are now offered to parents, social workers, teaching staff, family members, care staff and individuals young people residing in the home. Every month, reports are produced looking at outcomes, compliments, complaints, staffing and the environment among other key performance indicators.</p>

Service Environment

How many bedrooms at the service are single rooms?	1
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is located in a quiet area and we have access to a lot of outside space. The service has a summer house located in the external grounds, this is going to be utilised as an additional space/ gym room for the young people accommodated, there is gym equipment ready to be installed and electric has been run into the summer house.
Provide details of any other facilities to which the residents have access	As stated the home has recently installed a summer house in the garden which has gym equipment that the young person can use.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Monthly meetings have taken place since January 2023, interaction with the current young person has been a slow progress however, the progression has improved, and staff have received positive feedback, activities have been agreed, interaction between the individual and staff have increased, and a trust has been built. Having a consistent staff team has built a confident rapport between the staff and young person and this has contributed to the regular house meetings ensuring the young person has his wishes and feelings met.</p> <p>Every three months quality assurance questionnaires are now offered to parents, social workers, teaching staff, family members, care staff and individuals young people residing in the home. Every month, reports are produced looking at outcomes, compliments, complaints, staffing and the environment among other key performance indicators.</p> <p>At Hillsboro House we understand that every young person is a unique individual with their own characteristic, staff promote independence and will record the young person's independence skills through daily recordings and incorporate completed tasks in an incentive chart to promote positive outcomes, key working sessions take place and monthly progress reports are completed for the young person. Monthly reports to gather information are a good way to track progress and measure outcomes and goals achieved from previous months.</p> <p>As part of seeking the wishes and feelings of the individual, the home is using evaluation feedback forms. The questionnaires are provided three monthly to the individual and others, this is an ongoing process to encourage the individual, families, professionals and any other multi agencies involved to ensure they give feedback on the quality of care the home provides.</p> <p>How we receive feedback from young people within the service is something we would like to improve on in the next 6 months by –</p> <ul style="list-style-type: none"> · We would like to improve the follow up on outcomes, demonstrating the surveys are revisited so young children can see their views are listened to. · Seek guidance from the young persons to help formulate the new survey questions · Investigate an electronic survey, as the young children are very computer literate, this would then increase the willingness to complete these monthly.
<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>Many children/young people have specific health needs. Pre-placement discussions take place to understand and address the needs in discussion with the social worker, parents/carers and multidisciplinary professionals. This ensures each child/young person's individual health needs are appropriately met from the point of admission.</p> <p>Some children's/young people's health needs may require specialist health interventions during their placement. Staff will be up skilled through specialist or bespoke training to support children and young people within the accommodation as and when required. Specialist training is provided by Health Colleagues.</p> <p>Staff will endeavour to assist each child/young person upon admission to register with one of the local doctors, dentist and opticians, unless they chose to remain with their own registered GP practice. All children and young people are expected to have an annual statutory health assessment. They are provided with a well-balanced diet, which considers their personal choices.</p> <p>Young people have additional support this has positively impacted the young people's development and wellbeing. Young people can access the community to enjoy activities more frequently.</p> <p>The young person residing in Hillsboro currently has a multi-agency team involved due to their risks. Through collaborative efforts of various professionals, a significant positive change is evident in the young person. The continuous care and support provided by the staff at Hillsboro House, along with behavioural analysis interventions, have led to improvements in their behaviour. The young person is displaying increased happiness, engaging more positively with staff, and enjoying activities with staff support and supervision.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home promotes equality and diversity, positive relationships and celebrates individuality for all.</p> <p>All staff working at Hillsboro House will receive safeguarding training during induction and then this is refreshed regularly. All staff will complete the All-Wales Induction Framework where there is a booklet on safeguarding for them to work through which is signed off by the manager. The home promotes a manager open-door policy, and the manager remains open and transparent with safeguarding. All staff are updated regarding policies such as whistleblowing. All policies are accessible to staff, and we are in process of putting these on the intranet so updated policies are easily accessible to staff.</p> <p>We ensure that the young person is supported to make complaints if he wishes to.</p> <p>The home endeavors to protect the confidentiality of the young person by abiding by GDPR regulations, anonymizing paperwork where appropriate and password protecting electronic documentation where required.</p> <p>We follow BCBC safeguarding policy robustly and after all safeguarding incidents any key findings are shared as recommendations for reflection and action planning. Practice changes will be reflected in Policy and procedures, training and learning opportunities.</p> <ol style="list-style-type: none"> 1. Incidents records are audited by management/ and the RI 2. Debriefs implemented for staff and individuals after all incidents 3. If medication is needed to be administered and stored safely in accordance with company policy. 4. Risk assessments are in place for the young person and staff will read through his risk assessments when regularly updated 5. The home maintains a clean and tidy environment to reduce risks of accident or infection. Managers complete spot-checks/ walk arounds of the environment.
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We provide a homely, relaxed environment within which the young people are encouraged to achieve their personal goals and individual potential. We assist the young people to achieve their personal outcomes, we aim to meet the young person's emotional, social, behavioural, health and development needs, ensuring their dignity and we aim to promote self-reliance.</p> <p>The home is located in a quiet area and we have access to a lot of outside space. The service has a summer house located in the external grounds, this is going to be utilised as an additional space/gym room for the young people accommodated, there is gym equipment ready to be installed and electric has been run into the summer house.</p> <p>As a service we are continuously looking at how we can improve, and the introduction of the monthly quality audits have been a valuable tool as it enables the RI to visit the service monthly, being a fresh set of eyes so that improvements are on-going, and the RI can also chase up any maintenance issues.</p> <ul style="list-style-type: none"> -The young person has his own bedroom. He recently personalized his room with specific bedding and LED lights he placed up on the walls. -The home has access to a vehicle so that the young person can be transported to appointments, activities or contacts with family. -COSHH products and storage rearranged, COSHH has been removed from the laundry area to encourage the young person to independently do his own washing. -Within the service we have requested the front garden has tarmacking to promote better parking facilities. -The home now has a site wide risk assessment which addresses risk specific to the accommodation and surrounding area. -The home has a Business Continuity Plan to address any potential situations that could impact the accommodation. -We have had electric installed into our large shed in the garden and have gym equipment ready to be installed for the young person to use.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 10

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

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

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	10
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0

Infection, prevention & control	0
Manual Handling	3
Safeguarding	6
Medicine management	3
Dementia	0
Positive Behaviour Management	6
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma informed training Domestic Abuse EPI Pen training Back to Basics First Aid
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The staff follow a 4 on 4 off rota pattern, shifts are split between mornings, afternoons and nights/sleep in shifts.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Maple Tree House
Telephone Number	01656652257
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Every six months quality assurance questionnaires are offered to parents, social workers, relevant professionals, and individuals residing in the home. Monthly checks are completed, looking at all aspects of the service, including compliments, complaints, staffing and the environment.</p> <p>This service is currently dormant.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
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	<p>The service has a garden area.</p> <p>Service is in dormancy.</p>

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

This service is in dormancy.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<ul style="list-style-type: none"> • Provide a relaxed environment within which the young people are encouraged to achieve their personal goals and individual potential. • Regular Quality of Care Visits, these visits are undertaken by a manager on a monthly basis to monitor the quality of the service and, where necessary, make recommendations for improvement. Where possible, engagement with individuals, their families, staff and visitors takes place during these visits. • Develop positive relationships. • Responsible Individual (RI) Visits (Regulation 73) – These visits are undertaken every three months by the RI. During the visit the RI will monitor the quality of care and support provided and give notice of any improvements required. The records of these visits can be cross referenced with the Quality-of-care report. • Assist the young people in achieving their personal outcomes. To meet each young person's emotional, social, behavioural, health and developmental needs, ensuring their dignity and promote self-reliance. • Maple Tree House has a weekly auditing process that is completed by the Senior Residential Staff and the Manager. This enables the manager to monitor processes which evaluates practice, performance, produces an action plan and identifies patterns and trends. • Information is provided to young people on admission that captures all aspects of the care and support they will receive at Maple Tree House. This is provided via our All About Maple Tree House brochure. • Support all children/young people to make good use of all community-based resources, thereby promoting social and economic inclusion. Giving children a voice promotes self-esteem and self-worth. Giving the young people a voice through choice, opinions, feelings and emotions can help them develop and learn they are important. • Every young person is a unique individual with their own characteristics, ensuring the individual's needs and choices are being recognised, we have regular discussions and house meetings. The young people's meetings are facilitated with all individuals living at Maple Tree House and have been conducted regularly to ensure as a home we are listening and acting on young people's wishes. The meetings also look at young people's choices in terms of activity and meal planners: <p>This service is in dormancy and has been since September 2022.</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>Maple Tree House provides a short term, assessment and therapeutic unit for children and young people cared for by Bridgend County Borough Council. Maple Tree House uses Positive Behaviour Support (PBS) and a low arousal approach to create an enriched environment that will help young people succeed and reduce emotional and behavioural challenges.</p> <p>Maple Tree House has a behaviour analyst who is readily available to support the staff to manage behaviours with the use of Protocols and direct support. The behaviour analyst provides comprehensive assessments of young people's needs and a plan for long term care that includes clinical interviews, therapy and direct work sessions and continuous monitoring of the young people's day to day presentation. The behaviour analyst will provide a written assessment report with recommendations and a behavioural support plan outlining a structured plan of direct work and therapeutic support.</p> <p>Positive Behaviour Support means that from the moment young people join Maple Tree House their presentation is monitored, and strategies put in place quickly to reduce any behavioural or emotional challenges.</p> <p>This service is in dormancy and has been since September 2022.</p>

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

- There are a range of policies and guidance in place that encourage and support staff to raise concerns about the safety and wellbeing of young people and children at risk. This includes: “Wales Safeguarding Procedures”.
- The Council also has clear policy guidelines in place to monitor and respond to areas of concern; these include Safeguarding, Anti Bullying, Whistle Blowing, Child Sexual Exploitation and Domestic Violence.
- All staff are required to undertake safeguarding training, initially an e-learning module is completed, and then formal safeguarding training is provided on a rolling basis.
- Along with formal policies the home has local guidance with flow charts on the office wall identifying actions to take in response to a concern. There is also guidance as to when to report any concerns to Care Inspectorate Wales. There have been a number of notifications made, these primarily were in relation to missing persons, police involvement and medical attention.
- Close working with the missing children’s team has enabled Maple Tree House staff to assess and minimise risk in the community.
- If a young person is identified with high levels of concern regarding their welfare, then the home will consider what staffing levels are required to support their safeguarding needs.
- Accidents and incidents are recorded and reported to the Health and Safety unit; there is a process where issues raised have to have management oversight, this allows for a response to be considered to each event to minimise risk and to consider action to prevent reoccurrence; it also allows for consideration of any child protection concern which may need to be responded to.
- Handover and shift planning documents have been produced to aid information sharing and planning, responsibility and accountability. These need to be used effectively.
- We have a holistic approach to safeguarding with regular planning meetings and daily updates

This service is in dormancy and has been since September 2022.

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

- All planned placements within the service are scrutinised through the Accommodation and Permanence Panel to consider their suitability for referral.
 - Monthly managers monitoring systems are in place to look at patterns and trends.
 - The home has a number of systems in place to ensure it is maintained to a good standard and relevant Health & Safety requirements are met, this includes:
 - Fire safety checks
 - Environmental checks
 - Food safety
 - Processes to respond to any maintenance issues
 - The following referral process is followed as good practice: -
 - The social worker will complete a referral form for the service to consider the needs of the child/young person this will include a risk assessment.
 - The service will consider the referral in respects of its ability to meet needs and consider the current young people accommodated and advise of any potential risks.
 - If the decision to accommodate is made, a pre-planning meeting takes place.
 - Emergency placements are considered on their individual merit and can come from the placement team or through the emergency duty team. However, in each instance an impact assessment is completed to inform decision making around placement.
 - Children & young people have their own rooms and are encouraged to personalise them, the rooms are lockable from the inside with a turn buckle.
 - Young people are encouraged to participate in all aspects of their care through promoting independence. Independence plans are going to be developed to support this, with children & young people's wishes and feelings captured so the plans are tailored to meet their needs and support desired outcomes.
 - Gathering additional information to support placement planning and matching assessments.
 - Structured handovers with clear evidence of planning, responsibility and accountability.
 - Staff have clear roles and responsibilities which assist the clear running of the home.
 - Supervisions are pre planned and reflect staff structure.
 - Well-being meetings are planned and supporting current staff.
 - Better networking with key professionals to ensure smooth transitions.
 - From recent evaluations young people have expressed views in respects of supporting their independence:
 - In Maple Tree House we adhere to the authority's health and safety policies and all staff have the responsibility to report any concerns they have about the environment so that these can be responded to
- This service is in dormancy and has been since September 2022.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	0
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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?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Nursing care staff	
	Does your service structure include roles of this type?	No
	Registered nurses	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Domestic staff	
	Does your service structure include roles of this type?	No
	Catering staff	
	Does your service structure include roles of this type?	No
	Other types of staff	
Does your service structure include any additional role types other than those already listed?	No	

Service Profile

Service Details

Name of Service	Sunny Bank
Telephone Number	01656782914
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	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>
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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?	0
The maximum weekly fee payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Every six months quality assurance questionnaires are offered to parents, social workers, relevant professionals, and individuals residing in the home. Monthly checks are completed, looking at all aspects of the service, including compliments, complaints, staffing and the environment.</p> <p>All young people residing at the home have access to an independent advocate.</p>

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a medium sized garden area with trampoline and outside games. The service also has a summer house which is equipped with gym equipment for the young people to use.
Provide details of any other facilities to which the residents have access	The young people have access to a games/education room. This room has various games such as pool, table tennis and a range of board games. The room is equipped with a PC so that young people can complete home work or access the internet safely.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Sunny Bank prides itself on being person centred and outcome focused, therefore we ensure we listen to and respect the views of the young people we work with. We also like to ensure we take guidance from and listen to all stakeholders surrounding a young person. We strive to ensure the young people at Sunny Bank are happy with their care and support and they feel their views are considered with regards to their environment, care, and education, which is why we complete regular house meetings and children are involved all aspects of their care. The house meetings give the children an opportunity to discuss activities and events they would like to participate in, requests for improvements, each child has their own dedicated time at the meeting where they can discuss things they like/dislike/interests/anything they would like to discuss/raise. To improve these further, meeting actions should be reviewed at the next meeting, demonstrating progress and feedback. These house meetings can then be used to ensure young people are feeling happy and settled in their homes and any changes that need to be made are being made. During LAC reviews we encourage young people to attend allowing their voices to be heard. Where possible, children are encouraged to complete any questionnaire/survey prior to these meetings. All children are involved in reviewing their care plans every 6 months. In addition to house meetings, we support the young people to complete surveys so that they can tell us what they think about the home and any requests or changes they would make. Young people are encouraged to fill in a feedback form as part of the quality assurance process to gather their views and feelings, depending on their level of understanding they can complete them on their own or with support. All the young people in the home completed the form the responses varied with some being very positive and others indifferent, it must be noted filling a form in one day can be completely different to the next as young people will very much respond with how things are for them and how they are feeling at that particular time.

<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>At Sunny bank the young people have access to the local GP surgery when required. We ensure any health needs known or new are acted upon appropriately. This information is then shared with care teams through the review process.</p> <p>All new young people who have come to live at Sunny Bank have been registered with the local GP within 10 days of the placement, if they are not currently.</p> <p>Diet and menus continue to be reviewed and changed with the seasons.</p> <p>physical activity is encouraged, the service has access to a trampoline within the grounds, children can participate in local sports clubs.</p> <p>The home has access to gym equipment to be used under supervision, also all young people can have membership cards for the leisure centres throughout Bridgend Borough. Being a seaside town, we have equipment to support interests in water sports, along with mountain bikes, to use on identified trails. It's hoped that we will be able to train staff in specific areas of activities to be able to broaden the experiences for the young people.</p> <p>Sunny Banks advocates strongly for young people to have regular contact with family, we have been integral in supporting contact from moving from supervised to unsupervised. We maintain contact with the young person's family to support developing relationships. Young people are encouraged to develop age-appropriate relationships through engaging in local activities to peer friendships, staff take an active interest in their social groups to monitor the suitability of their relationships. We support transport to and from contact and to areas to meet friends.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home promotes equality and diversity, positive relationships and celebrates individuality for all.</p> <p>All staff working at Sunny Bank would have received safeguarding training during induction and this is refreshed. All staff also complete the All-Wales Induction Framework where there is a booklet on safeguarding for them to work through which is signed off by the manager.</p> <p>The home promotes a manager open-door policy, and the manager remains open and transparent with safeguarding. All staff are updated regarding policies such as whistleblowing. All policies are accessible to staff, and we are in process of putting these on the intranet so updated policies are easily accessible to staff.</p> <p>We ensure that individuals are supported to make complaints if they wish to do so and as previously stated we are in the process of making that a more, young person/child friendly document or procedure can be implemented.</p> <p>The home endeavours to protect the confidentiality of the young people by abiding by GDPR regulations, anonymising paperwork where appropriate and password protecting electronic documentation where required.</p> <p>We follow BCBC safeguarding policy robustly and after all safeguarding incidents any key findings are shared as recommendations for reflection and action planning. Practice changes will be reflected in Policy and procedures, training and learning opportunities.</p>

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

Each young person has their own bedroom. All bedrooms are personalised, and the young people have helped in choosing their own colour paint for their walls. The home is going through a cyclical repair programme, electric had been put into the gym area, damage walls have been repaired, works have been agreed to look at external windowsills and windows, along with a survey of the external walkways, which are in need of repair, we are currently waiting on quotes for this work to be completed.

Sunny Bank offers a comprehensive range of services to children/young people. The facilities offered are in line with the service provided, the home is situated close to the coast so has access to beaches and coastal paths, there are also small lakes near the home with a wide range of wild fowl and fish, the environment supports outdoor activities. Internally the home has use of:

- A TV and DVD.
- A varied assortment of sports/exercise equipment
- Board and table games, books, a selection of DVDs, and an Xbox and games
- A large garden, with a seated patio area and lawn.
- Trampoline
- Computers with internet access.
- Laundry facilities.
- Rooms to support contact visits.
- Rooms with scope to support education

It is hoped within the next six months staff will be trained to support a wider range of activities for the young people to experience.

- We have one vehicle to support the young people in accessing education and social and recreational activities.
- The home has a site wide risk assessment which addresses risk specific to the accommodation and surrounding area.
- The home has a Business Continuity Plan to address any potential situations that could impact the accommodation.

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
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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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty in Children and Young People Professional Curiosity Strategy Meeting Training Back to Basics - Strengthening Social Work Practice within Child Protection Process Supervision Training - New Policy Recording in Children's Social Care Assessing Capacity of 16/17 Year Olds Signs of Safety Implementation
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.

In-House Fire Safety Training
 Life Story Work
 Back to Basics - Strengthening Social Work Practice within Child Protection Process
 Child Practice Review
 Supervision Training - New Policy
 AWIF Meeting
 Signs of Safety Implementation
 Leadership & Management Workshop 1
 Corporate Induction E-Learning Module
 DSE E-Learning Module
 UK GDPR and Data Protection E-Learning Module
 Violence against women, domestic abuse and sexual abuse (VAWDASV) E-Learning Module
 First aid
 Welsh Language Awareness E-Learning Module
 Barnardo's Workshop - Harmful Sexual Behaviour

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 social care worker	2
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No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	9
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Assessing Capacity of 16/17 Year Olds Corporate Induction E-Learning Module DSE E-Learning Module ICT Code of Conduct E-Learning Module UK GDPR and Data Protection E-Learning Module Violence against women, domestic abuse and sexual abuse (VAWDASV) E-Learning Module Strategy Meetings Back to Basics - Strengthening Social Work Practice within Child Protection Process CSE E-Learning Module Welsh Language Awareness E-Learning Module First aid Advocacy for Adults Advocacy Practice Guidance E-Learning Disability Equality E-Learning Module Equalities Impact Assessments E-Learning Module Mental Health Awareness E-Learning Module</p>

Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff work a 4 on 4 off rota pattern at the service. On average there are three staff on shift not including the manager when the home is at fully occupied.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ty Cwm Ogwr Residential Home for Older People
Telephone Number	01656815054
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	74
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	781.97

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Family/cares of residents have the opportunity to speak to the staff on duty at any time, there is an 'open door' policy to discuss matters or concerns with the management team.</p> <p>Residents, families/carers are encouraged to express their views regarding the service they receive within Ty Cwm Ogwr and are requested to complete annual questionnaire.</p>

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	6
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>There is a private enclosed garden and garden furniture reinforces a homely atmosphere whilst maintaining resident's safety, the back garden area also overlooks the valley with some beautiful scenery. There is a glasshouse which we grow tomatoes in the summer and bedding plants etc. for winter.</p>
Provide details of any other facilities to which the residents have access	<ul style="list-style-type: none"> • In-house laundry. • Private chiropody. • NHS dental visits. • Nail Bar • Weekly visit by independent hairdresser.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Residents, families & carers are empowered to participate equally in the planning of a care & support plan which will reflect the needs of each person whilst populating information gained through the initial assessment and Care and Support plan by a social worker.

Every person will have their own personal delivery plan which identifies, the person's needs, wishes, aspirations, opportunities, language needs as per the 'Active Offer'.

There has been significant improvement in the introduction of new social activities internally and externally. The new manager has utilised her contacts to engage with external community-based services and resources. This has had a positive impact on people's well being at Ty Cwm Ogwr.

Residents requested planned activities and engaged in choosing areas of interest; there has been an increase in regular, chosen activities including Tai Chi, Community trips, weekly Art/crafts, Quizzes, Movement to music,

VR – Virtual Reality- The VR team had previously asked people living at Ty Cwm Ogwr about their favourite places; subsequently they created virtual reality episodes showing areas of the Ogmores, Maesteg and Garw Valley. This has been enjoyed by all.

Ogmores valley Choir have visited and Ogmores Valley Historical Society have planned monthly visits to residents. The society talks through the past history of the Valley and the people who called it home. The society informed Ty Cwm Ogwr of the homes 40th Anniversary in 2004 and plans are in place to celebrate this at the home.

Ogmores valley Pride – voluntarily maintain Ty Cwm Ogwr garden to support the home and work closely with staff and people at the home

<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>Arrangements are in place to enable people living at the home to access medical professionals and therapist when required.</p> <p>There is an updated policy which supports Medication and administration for adults in BCBC. Care homes have service procedures to safeguard practice. Managers undertake Medication competency assessments of staff to ensure safe practices and staff complete medication training via the Boots online training facility.</p> <p>Systems are in place to monitor staff training and supervision to meet compliance with care and support plans and individuals needs</p> <p>The District Nurses attend daily or on a regular basis to manage any ongoing health needs.</p> <p>Local GP surgeries; carry out house visits as per request of the individual and management team of Ty Cwm Ogwr</p> <p>The team have good working relationships with the Mental Health Team, CPN's consultant will review and visit individuals to assess current medical needs</p> <p>Chiropody Team will carry out house visits to individuals who require intervention</p> <p>The Management in Ty Cwm Ogwr will refer to:-</p> <p>The Occupational Therapist to assess or re-assess residents physical and mobility needs and arrange a visit</p> <p>The incontinence team to assess individuals' continence products.</p> <p>Medication inspection reviews are carried out by Boots Pharmacy services</p> <p>Key workers are in place for each resident, to get to know the person, ask questions about their past and their aspirations for the future, this opens doors into thinking up new past times and hobbies.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Care and support, personal delivery plans for each person provide person centred and outcome strengths and approaches.</p> <p>Risk assessments in place to identify all known risks and the management of such risks are reviewed and monitored by the management team</p> <p>Staff are trained in safeguarding procedures and how to report concerns via the safeguarding Policy/ Procedures</p> <p>Staff respond and take action to protect any person at risk of neglect, physical harm or abuse</p> <p>Referrals to safeguarding are submitted in line with procedures if there is a known risk of neglect, abuse or harm to people</p> <p>Notifications are submitted to CIW and safeguarding team of management of medication errors; appropriate policies and procedures are implemented to respond to areas of concerns .</p> <p>The Responsible Individual and Provider Services Manager are notified of all referrals to safeguarding team, notifications to CIW and concerns about professional practice</p> <p>Family/carers are kept fully informed of any concerns relating to their loved ones</p> <p>Social Workers are kept fully informed by the management team of any known risks or safeguarding concerns regarding individuals</p> <p>The Residential management team report to Health and Safety team, Incident/accidents under the regulations 2013 Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).</p> <p>Incident/accident reports are completed by direct care staff and investigated by the residential management team. These incident reports are submitted to the business support team to log on internal system and cc Provider Service manager</p> <p>In summary staff and multidisciplinary professionals work in collaboration to ensure needs of individuals are met; regular reviews and monitoring visits take place to measure compliance and quality of service.</p> <p>There is a Corporate Safeguarding policy in place. Protecting children, young people, and adults at risk.</p>

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

The environment is maintained to good standard; residents are encouraged to personalise their rooms to make them feel at home.

There are H&S checks in place including :-
 Weekly testing of fire alarms, and fire drills which comply with the Fire Safety Regulations. The Fire officer carried out audit and inspection at the home in 2022 as per Fire Safety Regulations
 Water temperatures, Legionella checks
 Daily testing security and lighting
 Visual health and safety checks
 Corporate Landlord compliance Health and Safety checks carried out annually
 Repairs reported to corporate landlord facilities team as necessary
 Management of Food Hygiene as per Shared Regulatory service requirements the home holds a level 5 certificate
 Signs used for Health & Safety information i.e., Wet floor, faulty equipment
 Moving/handling equipment serviced annually by an external provider

All communal areas are furnished and maintained; televisions are provided in each lounge for residents to have a choice whatever they wish to watch their choice of programmes, quiet areas are available
 Wi-Fi has been installed and is available throughout the home
 Maintenance and renovation of the roof was carried out over a 6-week period by external contractors. There was a clear plan for completion which was coordinated by BCBC corporate landlord surveyor working closely with service and managers. .
 A redecoration programme has also taken place internally. Redecorating several areas of the home and purchasing new furniture and equipment, and replacement of bathroom items. This has improved the environment and people living at Ty Cwm Ogor are pleased with the decoration. Further work is planned as part of a phase two decoration programme for 2023
 In summary there has been significant improvement in the overall presentation of the environment over the past year. With the appointment of a new manager, this has given stability within the management structure of the service. People have been given further opportunities to engage with internal and community activities and resources, enhancing people's social and wellbeing needs.

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)	26.12
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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
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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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Parkinson's Disease Skin Integrity Delivering Transformation Grant Work Programme
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls Prevention Violence Against Women & Domestic Abuse Fire Safety Supervision
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Monday - Sunday 3 x days 8am -4pm 1 x 7.30am - 3pm 2.30-10pm
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	27
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	9
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	23
Safeguarding	20
Medicine management	22
Dementia	6
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter & Stoma Care Oral Health Care Recording Skills Skin Integrity Falls Prevention
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	5
No. of part-time staff (17-34 hours per week)	22
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.	Seven day service 365 x days a year - 6 x 7.30am - 3pm 5 x 2.30-10pm 3 x 10pm - 7.30am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety VAWDASV
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Prevention and Control Fire Safety GDPR and Data Protection Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) ICT Code of Conduct Mental Health Awareness Welsh Language Awareness Emergency Planning
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardener & Maintenance Worker - Maintaining out door / garden areas. General maintenance including repairs, painting and decorating, general day to day errands for the service Clerical Assistant - To provide clerical support to the service.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	ICT Code of Conduct Fire Safety Awareness GDPR and Data Protection
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Ty Llwynderw
Telephone Number	01656754951
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	781.97

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?	Tenant's meetings occur, these are facilitated by the Service manager for Linc Cymru (Housing Association) and the Registered Manager of ECH. It is encouraged people integrate and have the opportunity, to engage at these meetings. The meetings will offer information, listen to people's views and wishes People supported, their family/cares can speak to the staff on duty at any time, there is an 'open door' policy to discuss with any of the management team, concerns, issues and or improvements to our service. People and their families/carers are encouraged to express opinions about the service they receive within Extra care, either verbally, in tenants' meetings or via email; improvements of the service will be based on the feedback received.
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Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	10
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The gardens can be directly accessed by residents from the residential lounge area. It can also be access via the communal lounge area. It is level access suitable for wheelchair access. The garden has seating provision and benches and has been designed to provide a good sensory experience and a path for meaningful walking.
Provide details of any other facilities to which the residents have access	Meals prepared by on-site catering /restaurant managed by Linc Cymru . Option's for a mixture of prepared meals cooked on site to meet individual needs and choices. This ensures food is freshly cooked, of a high quality and is adaptable and flexible around the people receiving the service. <ul style="list-style-type: none"> • In-house domestic & laundry service for the communal areas and residential accommodation. • Private chiropody. • Assisted Bathroom which enables people with specific physical or sensory needs to enjoy a bath as an alternative to showering safely and with dignity • NHS dental visits. • Optician visits. • Visits by local GP practice • District Nurse visits • Internal Nurse call system • Hair Salon on site. • TV, DVD & CD equipment and a computer • WiFi facilities (Access to Linc Cymru Guest WiFi) • Multi -purpose activity room

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Each person has a personal delivery plan which identifies their needs, wishes, aspirations, opportunities, language needs and religious beliefs to ensure the service provide outcomes 'that matter'. There is a focus on person centred support which promotes independence. Risk assessment provide information of known risks and preventative measures / approaches to manage risk such as falls, moving /handling transfers, use of appropriate equipment or concerned behaviours. Each service delivery plan is signed and agreed by the service, individual (wherever possible) and their family, or advocate.
Tenant's meetings take place, these are arranged and facilitated by the Service Manager for Linc Cymru (Housing Association) and the Registered Manager of ECH. It is encouraged that people integrate and have the opportunity, to engage at these meetings. The meetings will offer information, listen to people's views and wishes
People and their families /carers can speak to the staff on duty at any time, there is an 'open door' policy to discuss with any of the management team, concerns, issues and or improvements to our service. People and their families/cares are encouraged to express opinions about the service they receive, either verbally, in tenants' meetings or via email; improvements of the service will be based on the feedback received.

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.

There are strong working relationships with the local Health care Professionals, people are registered with their local GP surgery who will support and respond to individual health needs. Social Work network teams plan visits to people to undertake reviews of their general health needs.
District nurses (DN's) provide regular support for people with health needs including diabetes and management of skin integrity. DN's work closely with the care and support team when supporting an individual who is receiving palliative / end of life care .
There are strong working relationships with the older people's mental health team including CPN's and consultants who will arrange visits to people to review and assess medical needs.
All prescribed medication for individuals is dispensed and supported by pharmacies. There has been a change in how some pharmacies now dispense medication i.e. change from blister pack to original box packaging. Pharmacies work closely with the support team to ensure the change supports people who require assistance to prompt or administer medication safely.
All staff who administer prescribed medication undertake training, competency assessments are carried out by the manager and staff to ensure ability and compliance is met according to the Protocol of administration and management of medication.
The Manager and the team have completed / planned to undertake training in dementia care ((5-day training)
Occupational therapists provide intervention to support people, assist safe transfers and prescribe equipment if needed.
Continence assessments are carried out by NHS professional when required; continence products are provided by NHS according to assessed individual needs.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People have individualised service delivery plans which provide person centred and outcome focused care to support and promote independence Risk assessments are completed to identify all known risks; these are monitored and reviewed by the Manager Staff are trained in safeguarding procedures and how to report concerns via the safeguarding Policy/ Procedures Referrals are completed and submitted to safeguarding if there is a known risk of neglect, abuse, or harm to people Notifications are submitted to CIW and safeguarding team of any reported management of medication errors. Management discussions with staff will take place when there are concerns relating to performance/conduct issues The Responsible Individual is notified of all referrals to safeguarding team and notifications to CIW Social Workers are kept fully informed by the management team of any known risks or safeguarding concerns regarding people Family/carers are kept fully informed of any concerns relating to their loved ones Incident/accident reports are completed by direct care staff and investigated by the care management team. These incident reports are submitted and logged by the directorate support team and report to Health and Safety team, Incident/accidents under the regulations 2013 Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service provides an environment which is secure, maximizing safety, wellbeing, independence, and choice. It has 10 purpose built bedrooms with en-suite facilities for people who, in the main, have dementia or cognitive needs. People have access to a number of internal amenities provided under the wider scheme, to include a restaurant, salon, assisted bathroom / spa, guest room (for family/friends/carers) and multipurpose activities / training room. Based on a 'Home for Life model' the team work in partnership to support and assist people placed within the residential accommodation. They deliver care and support which is person centred, promotes and enables independence, ensuring people have voice choice and control in what matters to them. Linc Cymru provide a housing management service to people who live within the residential accommodation and work closely with Bridgend County Borough Council to deliver a seamless service to everyone. Linc provide the housekeeping service throughout the residential area, and a catering service for everyone in a restaurant setting. People have an opportunity to contribute to menus of choice and preference.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>18.90</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<table border="1"> <tr> <td data-bbox="406 2045 928 2101"> <p>Does your service structure include roles of this type?</p> </td> <td data-bbox="936 2045 1447 2101"> <p>Yes</p> </td> </tr> </table>	<p>Does your service structure include roles of this type?</p>
<p>Does your service structure include roles of this type?</p>	<p>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.

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Delivering Difficult Conversations Absence Management Ask & Act ICT Code of Conduct

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 x 9am - 5pm 1 x 2.30-10pm 1 x 7am - 2.30pm Rota is based over seven days
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	4
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
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.	Dignity in Care Recording Skills Skin Integrity
<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	5
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)	3
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 x staff 7.30am - 3pm 3 x staff 2.30-10pm 2 x staff 10pm - 7.30am The service operates 365 x days a year providing 24hr support
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	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ty Ynysawdre
Telephone Number	01656754951
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	<p>Personal documentation and general information about the service can be provided in Welsh and English. Language preference is identified and recorded on the individual's care and support plan and the service endeavours to meet the individual's language needs.</p> <p>Staff are supported to take up opportunities provided by the Local Authority to develop their Welsh language skills. Staff are encouraged to use Welsh with individuals and family members who need to communicate in the language.</p>

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	17
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	781.97

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Individuals have the opportunity to attend regular meetings arranged by the Service Manager or Linc Cymru and Residential Manager of ECH. Integration and engagement is encouraged between individuals and the meetings will offer information, listen to people's views and wishes</p> <p>Individual, their families /carers can speak to the staff on duty at any time, there is an 'open door' policy to discuss with any of the management team, concerns, issues and or improvements to our service.</p> <p>People, their families/cares are encouraged to express opinions about the service they receive either verbally, in meetings or via email ; improvements of the service will be based on the feedback received</p>

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	15
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The gardens can be directly accessed by people from the residential lounge area. It can also be accessed via the communal lounge area. It is level and suitable for wheelchair access. The garden has seating provision and benches and has been designed to provide a good sensory experience and a path for meaningful walking. All communal internal areas of the building comply with the Royal National Institute for the Blind (RNIB) Visibly Better Standards. The internal design colour contrasting principles helps with orientation and signposting to enable people to navigate and access all parts of the building. Lighting complies with the lux levels for a residential setting.</p> <p>There are handrails and clear signage throughout the building. Car parking is located on the North and West sides of the building close to the main entrance and includes disabled bays and a charging point for electric vehicles.</p>

Provide details of any other facilities to which the residents have access	<ul style="list-style-type: none"> • Meals prepared by on-site catering /restaurant. Option's for a mixture of prepared meals cooked on site to meet individual needs and choices. This ensures food is freshly cooked, of a high quality and is adaptable and flexible around the people receiving the service. • In-house domestic & laundry service for the communal areas and residential accommodation. • Private chiropody. • Assisted Bathroom which enables people with specific physical or sensory needs to enjoy a bath as an alternative to showering safely and with dignity • NHS dental visits. • Optician visits. • Visits by local GP practice • District Nurse visits • Internal Nurse call system • Hair Salon on site. • TV, DVD & CD equipment and a computer • WiFi facilities (Access to Linc Cymru Guest WiFi) • Multi -purpose activity room
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As a providing service, each individual will have a personal delivery plan which identifies their needs, wishes, aspirations, opportunities, language needs and religious beliefs, ensuring we provide outcomes 'that matter', to enable and promote independence whilst ensuring person centred care and support is provided. Risk assessments provides information of known risks or preventative measures to manage risk such as falls, moving /handling transfers, use of appropriate equipment or concerned behaviours. Each service delivery plan should be signed and agreed by the provider, individual, family, or advocate. Engagement meetings occur with individuals, the Service Manager for Linc Cymru and Residential Manager. These meetings will offer information, listen to people's views and wishes. Individuals and their families can speak to the staff on duty at any time, there is an 'open door' policy to discuss with any of the management team, concerns, issues and or improvements to the service.</p> <p>Strong partnership working with Linc (RSL) in supporting and working with tenants.</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>There are positive relationships with specialist and generic health and social work services in the local area. Each person is registered with a local surgery who provide support with individual health needs.</p> <p>Social Work network teams are both proactive and responsive; reviews are undertaken regularly and where there are changes in an individuals needs these reviews are completed as a priority.</p> <p>District nurses (DN's) undertake visits when required, providing support to individuals who have specific medical needs, e.g. diabetes, management of skin integrity and other on-going health needs. DN's work closely with the support team when supporting an individual who is receiving end of life care.</p> <p>All staff who administer prescribed medication undertake training; competency assessments are carried out by the manager to ensure ability and compliance is met according to the Protocol of administration and management of medication.</p> <p>□</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>□ People have individualised service delivery plans which provide person centred and outcome focused care to support and promote independence</p> <p>Risk assessments are completed to identify all known risks; these are monitored and reviewed by the Manager</p> <p>Staff are trained in safeguarding procedures and how to report concerns via the safeguarding Policy/ Procedures</p> <p>Referrals are completed and submitted to safeguarding if there is a known risk of neglect, abuse, or harm to people</p> <p>Notifications are submitted to CIW and safeguarding team of any reported management of medication errors.</p> <p>Management discussions with staff will take place when there are concerns relating to performance/conduct issues</p> <p>The Responsible Individual is notified of all referrals to safeguarding team and notifications to CIW</p> <p>Social Workers are kept fully informed by the management team of any known risks or safeguarding concerns regarding people</p> <p>Family/carers are kept fully informed of any concerns relating to their loved ones</p> <p>Incident/accident reports are completed by direct care staff and investigated by the care management team. These incident reports are submitted and logged by the directorate support team and report to Health and Safety team, Incident/accidents under the regulations 2013 Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service provides an environment which is secure, maximizing safety, wellbeing, independence, and choice. It has 15 purpose built bedrooms with en-suite facilities for people who, in the main, have dementia or cognitive needs. People have access to a number of internal amenities provided under the wider scheme, to include a restaurant, salon, assisted bathroom / spa, guest room (for family/friends/carers) and multipurpose activities / training room.</p> <p>Based on a 'Home for Life model' the team work in partnership to support and assist people placed within the residential accommodation. They deliver care and support which is person centred, promotes and enables independence, ensuring people have voice choice and control in what matters to them.</p> <p>Linc Cymru provide a housing management service to people who live within the residential accommodation and work closely with Bridgend County Borough Council to deliver a seamless service to everyone. Linc provide the housekeeping service throughout the residential area, and a catering service for everyone in a restaurant setting. People have an opportunity to contribute to menus of choice and preference.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	22.92
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	The service operates 365 x days a year, 24hrs a day 3 x 8am - 4pm 2 x 2.30 - 10pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	4
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	22
Manual Handling	17
Safeguarding	14
Medicine management	8
Dementia	2
Positive Behaviour Management	23
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Record Keeping / Recording Skills GDPR & Data Protection Fire Safety Dignity in Care Skin Integrity
Contractual Arrangements	

No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	4
No. of part-time staff (17-34 hours per week)	15
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.	4 x staff 7.30am - 3pm 4 x staff 2.30-10pm 3 x staff 10pm - 7.30am Service operates 365 x days a year, providing 24hr support
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No