

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:	Cardiff Council Adults and Children's Services
The provider was registered on:	10/09/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Oakway	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/12/2021
Responsible Individual(s)	
Manager(s)	Nina Tonge
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Falconwood Drive	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/08/2021
Responsible Individual(s)	
Manager(s)	Nina Tonge
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Crosslands	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/03/2019
Responsible Individual(s)	
Manager(s)	Siobhan Teague
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Cardiff Council Domiciliary Services (Community Reablement Team and Internal Supported Living)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/09/2018
Responsible Individual(s)	Angela Bourge
Manager(s)	Adelle Smith, Joanne Hutton, Nicola Rees
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Cardiff short Breaks (Ty Storrie)	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	03/05/2019
Responsible Individual(s)	
Manager(s)	Sian Hendman-Tucker
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A training needs analysis has been undertaken for the services and a cohort of mandatory training modules has been identified and agreed that has been built into the delivery of the annual training plan for the service. A training matrix is in place for each individual regulated service that records staff compliance with mandatory training and any additional specialist training that has been undertaken during the period. Individual training needs of staff are discussed in supervisions and reviews
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Dedicated staff are identified to support managers with recruitment activity using the Council's recruitment portal. This ensures that recruitment is undertaken in a timely way with a consistent approach. For the Adult Services regulated service, assistance is also provided via Cardiff cares Academy - the Council's in-house "into work" service that specialises in the recruitment and training of new care workers, ensuring they are work ready prior to them being interviewed for vacancies.

Service Profile

Service Details

Name of Service	Cardiff Council Domiciliary Services (Community Reablement Team and Internal Supported Living)
Telephone Number	02921836194
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Information provided for members of the public is produced bilingually. There are some Welsh speakers employed by the service.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	999
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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?	10.21

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	1
Number of complaints partially upheld	0
Number of complaints not upheld	2

<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>CRT issue Exit Surveys at the end of each intervention. These are analysed on a monthly basis and the findings are reviewed by managers so that lessons can be learned. In ISL, service users are provided with feedback surveys which are adapted to meet individual needs and these are usually issued and analysed as part of the 6 monthly Quality of Care Review. Service users are also supported to actively participate in their 3 monthly reviews and those service users who are non verbal are supported to do this via pictures and photographs.</p>
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Communicating with people who use the service

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

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>Feedback received from service users of CRT is on the whole very positive and demonstrates that they are satisfied with the care and support they have received and the outcomes achieved have been good. Some service users have raised concerns regarding inconsistency of care workers and not having predictable call times. Work commenced in the period to change staff rotas in order to create more localised runs and this is expected to improve the experience of service users by providing more consistency both in respect of carers and also the times when care is delivered.</p> <p>ISL have undertaken significant work during the period to strengthen arrangements for personal reviews to ensure these are more person-centred and to improve service users participation. The service works closely with advocacy providers and the Speech and Language Team to ensure that individuals have a voice and are supported to communicate their wishes and feelings in the most appropriate way. Personal plans evidence that an extensive range of social opportunities are available for individuals to access with support that assist them to meet their identified outcomes and family members are actively encouraged and supported to participate in the life of their loved-one at an appropriate level that reflects their wishes and the service user's needs.</p> <p>In summary -for ISL feedback from family members and supported individuals strongly indicate satisfaction with the service. Many family members spoke to me about staff going above and beyond the call of duty and clearly service users value the relationships they have with their staff teams. I concluded from my observations and discussion during this period that service users continue to be well supported to lead active and fulfilled lives by carers who demonstrated commitment and compassion and ensure they have a voice and choice and control over their care.</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.

During the period samples of CRT and ISL personal plans was reviewed as part of the Quality of Care Reviews. It was found that plans had a strong outcome focus and were written using a strength-based approach. In respect of the CRT, plans it was found that they provided appropriate detail about the individual and it could be ascertained from the plan what was worrying the individual, what sort of care and support they required and how this would be delivered. Appropriate time was allocated for the calls to ensure care workers had sufficient time to support the individuals with tasks, re-abling them, rather than doing them for the individual which would take less time. Outcomes are recorded and reviewed across the service. A small percentage of service users cancelled their service due to no longer requiring reablement care, however the vast majority received reablement care in ways that met their individual reablement goals.

For ISL, the Quality of Care Reviews found that good work has been undertaken to ensure that service users can actively participate in their reviews and there is evidence that the work already undertaken in respect of reviewing restrictive practice has had a positive impact on individuals. Whilst the service is at the start of its improvement journey in respect of implementing Positive Behaviour Support (PBS) there is already evidence of staff working in a strength-based way with a greater emphasis being placed on outcomes and how the activities that individuals undertake contribute to these. However, whilst there is clearly evidence in the reviews of positive outcomes being achieved for service users, a mechanism needs to be put in place to ensure that this information can be collated on a service-wide basis.

In summary, both CRT and ISL have evidenced during the period that they work hard to support service users to maintain their ongoing health, development and well-being, providing appropriate opportunities that support the achievement of identified outcomes and keeping the individual at the heart of the planning and review processes.

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

Staff continue to be appropriately registered & qualified and a significant amount of work has been undertaken during the period to address mandatory training requirements both in respect of immediate need and future need.

Robust monitoring arrangements continue to be in place and Managers are supported to ensure care staff are suitably trained and qualified, registered and supported in their roles.

Consequently, service users receive good quality care ensuring that they are appropriately safeguarded. There continues to be evidence that the workforce has the necessary training and qualifications to deliver a quality service and good progress has been made to identify the training needs of the service for 2023/24 in order to make sure that these can be appropriately met by the Training Unit.

There continues to be evidence that there are mechanisms in place to ensure that individuals are appropriately safeguarded and where concerns arise, these are acted upon in an appropriately and timely way.

Whilst some complaints have been received during the period, there is evidence that these have been acted upon in a timely and appropriate way and there is also significant evidence that satisfaction levels experienced by service users and their families is generally good and individuals feel safe.

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)	134
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	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	2
	Equality, Diversity & Human Rights	1
	Manual Handling	2
	Safeguarding	4
	Dementia	3
	Positive Behaviour Management	2
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Awareness (1) Sensory Loss (1) Autism Awareness (1) Children's Rights (4) Violence Against Women (4)
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	3
	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)	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	33
No. of posts vacant	7
<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	30
Health & Safety	33
Equality, Diversity & Human Rights	17
Manual Handling	33
Safeguarding	33
Dementia	31
Positive Behaviour Management	3
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Training (3) Autism Awareness (3) Sensory Loss (3) Children's Rights (33) Violence Against women (33) Data protection (33)
Contractual Arrangements	
No. of permanent staff	27
No. of Fixed term contracted staff	6
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)	23
No. of part-time staff (17-34 hours per week)	10
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	32
No. of staff working towards the required/recommended qualification	1
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	155
No. of posts vacant	32
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	111
Health & Safety	103
Equality, Diversity & Human Rights	52
Manual Handling	111
Safeguarding	148
Dementia	104
Positive Behaviour Management	34
Food Hygiene	101
Please outline any additional training undertaken pertinent to this role which is not outlined above.	children's rights Violence Against Women Data Protection Digital inclusion Autism Awareness Skin Integrity
Contractual Arrangements	
No. of permanent staff	139
No. of Fixed term contracted staff	16
No. of volunteers	0
No. of Agency/Bank staff	4
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)	34

No. of part-time staff (17-34 hours per week)	113
No. of part-time staff (16 hours or under per week)	8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	145
No. of staff working towards the required/recommended qualification	0
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	Cardiff short Breaks (Ty Storrie)
Telephone Number	02920838630
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Feedback questionnaires sent to parents. We have held coffee mornings and a Christmas party where families were invited in. We encourage parents to come in to face-to-face meetings to build relationships and inform person plans

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	4
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	There is an enclosed rear garden which includes a wide range of specially adapted play equipment. There are areas of soft flooring and sensory areas. The garden includes a large canopy to protect residents from the effects of the sun. There are table and chairs outside for alfresco dining. There is an adapted sprinkler for water play. Giant swing.
Provide details of any other facilities to which the residents have access	Large range of play mats. A sensory room and a ball pit. There are also bouncy balls. A large collection of arts and craft activities. We have a range of sensory toys. There are two safe space beds and one hospital profiling bed. A number of televisions (11) with a selection of DVD's. There are disco lights with music equipment. Computer games and consoles.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [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>We actively listen and value the unique experiences and opinions of all those involved with the service. We have in place suggestion boxes, regular feedback sessions and online surveys. We seek feedback from YP using the service and all those involved in care planning and delivery. The feedback is analysed and included in the Reg 80 reports and action plans are in place following each Reg 73 & Reg 80 report. The Service is visited monthly and unannounced audits are carried out during those visits and any shortfalls or areas identified for improvement are communicated to the Management Team for action. We support YP to make ongoing choices about their care and support arrangement. We give families clear, accurate and accessible information about available care and support options. We organise individually tailored social and recreational activities to explore Young Peoples interests to develop hobbies and establish connections with the Local Community. Collaborative decision-making processes enable us to tailor our services to meet the diverse needs and aspirations of those we support. We develop individualised care plans that consider the unique requirements and preferences of each young person. These plans provide a range of options and choices, allowing individuals to actively participate in shaping their care and support services. We consider compliance with the principles of people feeling their voices are heard, having choice about their care and support, and having access to available opportunities as foundational to our operations. We continually review and enhance our policies, procedures, and practices to ensure alignment with these principles.</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>Ty Storrie provides respite and short breaks service for CHAD Team. Young people come for short stays to provide respite for those that care for them. Great care is taken in transitioning young people into the service before they have their first overnight stay. Staff work with families and or carers to build up a picture of the young person. They then attend tea visits to be introduced to the environment and staff. Once everyone is happy for an overnight stay to happen this is arranged to suit individual need and great care is taken over which other young people are staying that night. There are numerous sensory areas in the home and sensory play equipment. Staff encourage parents and or carers to choose personalised bedding and decorations for their rooms so their overnight stay feels like being at home and they have recognisable things around them. Once a young person is established in their routine in staying at Ty Storrie they are able to go out with staff in the community and engage in group activities. Staff ensure parents and or carers are aware of all support networks available to them. Staff engage in educational play activities with children during their stay and encourage children to be bold and to be as independent as they can. This service promotes the wellbeing of the young person and those who care for them and provides respite for family and carers.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through the collation of feedback from all of our Young People we have ascertained that we continue to provide an environment where our young people feel safe and protected from abuse and neglect in the home. In addition and as part of this we ensure that all of our staff are recruited to meet the requirements of the safer recruitment process, have been DBS checked and have satisfactory references from previous employments. All staff have to evidence right to work documentation. All staff have to complete mandatory training requirements and either be registered with or be working towards the requirements of registering with Social Care Wales. Staff will also have to complete the relevant additional training requirements identified as being required in order to work with a particular Young Person. All staff complete Safeguarding training and the opportunity to discuss any possible Safeguarding concerns is always given at supervision and monthly staff meetings. During the recruitment process a question is always included regarding Safeguarding so we can be sure that staff are fully conversant with Safeguarding legislation and the processes involved. We have robust Policies and Procedures in place which are reviewed at least Annually, these ensure that we are doing all things possible to keep our Young People safe. We have regular professional visitors coming into the home to talk to our Young People about how to keep safe. Where there are issues uncovered Young People are provided with the necessary professional support and guidance and where relevant or required they are allocated an additional support worker. Social Workers are in regular contact with their Young Person and there are open lines of communication between the Social Work Teams and the Home. Young people have all scored 9 or 10 out of 10 in our surveys for how safe and protected they feel in their home.</p>

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

We ensure collaborative working with multi disciplinary teams to provide wrap around care. We focus on matching considerations and thorough transition planning. We evaluate different accommodation options within the home and ensure that the young people are provided with suitable equipment, sensory spaces and toys. During the year we have upgraded our person plan templates taking onboard the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified outcomes. We have seen huge improvement in the service in particular over the last six months which has allowed us to increase capacity and increase our service delivery by 80%. We have encouraged families to be part of the family and be more involved in the personal plans. As a result our feedback has improved consistently throughout the year.

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) 24

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specific to the needs of the young person, such as PEG, Buccal Administration, Epilepsy, Autism Awareness, plus Makaton, SCIP Training, First Aid, Fire Warden. Alpac Mats and Evac Chairs. Qualifications for Social Care Wales
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1

Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specific to the needs of the young person, such as PEG, Buccal Administration, Epilepsy, Autism Awareness, plus Makaton, SCIP Training, First Aid, Fire Warden. Albac Mats and Evac Chairs. Qualifications for Social Care Wales
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

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

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specific to the needs of the young person, such as PEG, Buccal Administration, Epilepsy, Autism Awareness, plus Makaton, SCIP Training, First Aid, Fire Warden. Albac Mats and Evac Chairs. Qualifications for Social Care Wales

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shifts 7 - 2 / 2 - 10 - average number of RCCO 5 Night Shifts 10 - 7 - 2 Waking Nights and a sleep in
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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	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
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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	16
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	11
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	11
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specific to the needs of the young person, such as PEG, Buccal Administration, Epilepsy, Autism Awareness, plus Makaton, SCIP Training, First Aid, Fire Warden. Albac Mats and Evac Chairs. Qualifications for Social Care Wales
Contractual Arrangements	
No. of permanent staff	12
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)	12
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.	Day Shifts 7 - 2 / 2 - 10- average number of staff on shift 6 Night Shifts 10 - 7 2 waking nights and 1 sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	4
Domestic 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>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specialist COSHH 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	2
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)	0
No. of part-time staff (17-34 hours per week)	1
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?	No
<p>Other types of staff</p>	

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

Service Details

Name of Service	Crosslands
Telephone Number	02920591392
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	There are some staff who speak Welsh

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Children & Young People were asked for feedback during regular residents meetings and any issues raised were addressed and resolved. A survey was issued to residents for completion and any issues were addressed and resolved. Feedback has been positive regarding the service from residents, social workers and operational managers.

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?	1

Provide details of any outside space to which the residents have access	There is a walled rear garden which is laid to lawn. There is a small patio area. There are hard stand pathways and the lawned area is of a size to facilitate games such as football and rounders. There is an area for basketball. There are sun loungers in the summer and table and chairs for the residents to use. In high summer we do provide a small pool.
Provide details of any other facilities to which the residents have access	We provide shared consoles to allow for gaming. We provide ipads and there are vehicles which allow the young people to participate in off site activities. There are a range of board games and similar which are regularly used to promote group activities. There is a large selection of DVDs which facilitate regular Movie nights.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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>We actively listen and value the unique experiences and opinions of all those involved with the service. We have in place suggestion boxes, regular feedback sessions and online surveys. We seek feedback from YP using the service and all those involved in care planning and delivery. The feedback is analysed and included in the Reg 80 reports and action plans are in place following each Reg 73 & Reg 80 report. The Service is visited monthly by the Responsible Individual and unannounced audits are carried out during those visits and any shortfalls or areas identified for improvement are communicated to the Management Team for action. The home actively supports YP to make ongoing choices about their individual care and support arrangements. We give YP and those important to them, clear, accurate and accessible information about available care and support options. We organise individually tailored social and recreational activities to explore Young Peoples interests to develop hobbies and establish connections with the Local Community. We work directly with our Education colleagues to support and encourage our YP to continue to participate in education. Collaborative decision-making processes enable us to tailor our services to meet the diverse needs and aspirations of those we support. We develop individualised personal plans that consider the unique requirements and preferences of each young person. These plans provide a range of options and choices, allowing individuals to actively participate in shaping their care and support services. We consider compliance with the principles of people feeling their voices are heard, having choice about their care and support, and having access to available opportunities as foundational to our operations. We continually review and enhance our policies, procedures, and practices to ensure alignment with these principles.</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>We ensure collaborative working with multi disciplinary teams to provide wrap around care. We focus on matching considerations and thorough transition planning and all of our admissions are done in a planned way. During the year we have upgraded our person plan templates taking onboard the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified goals and defined outcomes. These outcomes and goals are regularly reviewed to ensure that our Young people continue to make progress. Independence planning has become a priority for us to ensure that our Young People are prepared for adulthood. We have a strong focus on the development of life skills which includes participation in education, career planning, participation in daily living tasks and participation in meal planning, preparation and budgeting. When things are not going well, we ensure that Young People are provided with support from the appropriate agencies and we all work collaboratively to turn things around for the Young Person.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through the collation of feedback from all of our Young People we have ascertained that we continue to provide an environment where our young people feel safe and protected from abuse and neglect in the home. In addition and as part of this we ensure that all of our staff are recruited to meet the requirements of the safer recruitment process, have been DBS checked and have satisfactory references from previous employments. All staff have to evidence right to work documentation. All staff have to complete mandatory training requirements and either be registered with or be working towards the requirements of registering with Social Care Wales. Staff will also have to complete the relevant additional training requirements identified as being required in order to work with a particular Young Person. All staff complete Safeguarding training and the opportunity to discuss any possible Safeguarding concerns is always given at supervision and monthly staff meetings. During the recruitment process a question is always included regarding Safeguarding so we can be sure that staff are fully conversant with Safeguarding legislation and the processes involved. We have robust Policies and Procedures in place which are reviewed at least Annually, these ensure that we are doing all things possible to keep our Young People safe. We have regular professional visitors coming into the home to talk to our Young People about how to keep safe. Where there are issues uncovered Young People are provided with the necessary professional support and guidance and where relevant or required they are allocated an additional support worker. Social Workers are in regular contact with their Young Person and there are open lines of communication between the Social Work Teams and the Home. Young people have all scored 9 or 10 out of 10 in our surveys for how safe and protected they feel in their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We ensure collaborative working with multi disciplinary teams to provide wrap around care. We focus on matching considerations and thorough transition planning and all of our admissions are done in a planned way. During the year we have upgraded our person plan templates taking onboard the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified goals and defined outcomes. These outcomes and goals are regularly reviewed to ensure that our Young people continue to make progress. Independence planning has become a priority for us to ensure that our Young People are prepared for adulthood. We have a strong focus on the development of life skills which includes participation in education, career planning, participation in daily living tasks and participation in meal planning, preparation and budgeting. When things are not going well, we ensure that Young People are provided with support from the appropriate agencies and we all work collaboratively to turn things around for the Young Person.</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) 28

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above. First Aid, Fire Warden, Emotional intelligence, Mentoring YP, difficult conversations, nurturing attachment, ENFYS, effective and reflective supervision, S YPOL and county lines.

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

Filled and vacant posts

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

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

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

First Aid, Fire Warden, Emotional intelligence, mentoring YP, difficult conversations, nurturing attachment, ENFYS, effective and reflective supervision, S YPOL and county lines.

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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
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Senior 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	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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Warden, Emotional intelligence, mentoring YP, difficult conversations, nurturing attachment, ENFYS, effective and reflective supervision, SYPOL and county lines.
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.	Day Shift 7 - 2 / 2 - 10 average staff numbers 5 Night Shift 10 - 7 average staff numbers 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	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	14
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	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	20

Dementia	20
Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Warden, Emotional intelligence, mentoring YP, difficult conversations, nurturing attachment, ENFYS, effective and reflective supervision, SYPOL and county lines.
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	14
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 7 - 2 / 2 - 10 Average staff 5 Night Shift 10 - 7 Average staff 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2

Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Specialist COSHH training
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)	0
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
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Man - to deal with minor repairs and maintenance around the homes Admin Assistant - To assist with admin tasks for the Management Team
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 to this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2

Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nil
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	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Falconwood Drive
Telephone Number	02920536352
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

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

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents are given the opportunity to provide feedback at every residents meeting. Staff have completed a confidential questionnaire in the financial year and this feedback was used to inform management and devise a improvement plan. Social Workers and other areas of the business have provided positive feedback on the current operation of the service. Young people were invited to participate in a survey to obtain their views.

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?	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	Attractive garden with outside pod living space which is counted as a communal lounge. The rear garden is fenced and it is laid with paving and artificial grass. There is garden seating for the residents to use and there is sufficient space to enable ball games to be played.
Provide details of any other facilities to which the residents have access	Large TV with a range of DVDs. They have a Playstation 5 and they have transformed the outdoor pod into a games and chill room , There are vehicles at the home which enable YP to attend activities outside in the community. Outside games include Baseball, Boxing punch bag and in the summer there is a pool in the garden. In the house there are a range of board games to encourage group activities. There is also a range of books. They have access to YouTube, Netflix and Disney+

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.

We actively listen and value the unique experiences and opinions of all those involved with the service. We have in place suggestion boxes, regular feedback sessions and online surveys. We seek feedback from YP using the service and all those involved in care planning and delivery. The feedback is analysed and included in the Reg 80 reports and action plans are in place following each Reg 73 & Reg 80 report. The Service is visited monthly by the Responsible Individual and unannounced audits are carried out during those visits and any shortfalls or areas identified for improvement are communicated to the Management Team for action. The home actively supports YP to make ongoing choices about their individual care and support arrangements. We give YP and those important to them, clear, accurate and accessible information about available care and support options. We organise individually tailored social and recreational activities to explore Young Peoples interests to develop hobbies and establish connections with the Local Community. We work directly with our Education colleagues to support and encourage our YP to continue to participate in education. Collaborative decision-making processes enable us to tailor our services to meet the diverse needs and aspirations of those we support. We develop individualised personal plans that consider the unique requirements and preferences of each young person. These plans provide a range of options and choices, allowing individuals to actively participate in shaping their care and support services. We consider compliance with the principles of people feeling their voices are heard, having choice about their care and support, and having access to available opportunities as foundational to our operations. We continually review and enhance our policies, procedures, and practices to ensure alignment with these principles.

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

We ensure collaborative working with multi disciplinary teams to provide wrap around care. We focus on matching considerations and thorough transition planning and all of our admissions are done in a planned way. During the year we have upgraded our person plan templates taking onboard the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified goals and defined outcomes. These outcomes and goals are regularly reviewed to ensure that our Young people continue to make progress. Independence planning has become a priority for us to ensure that our Young People are prepared for adulthood. We have a strong focus on the development of life skills which includes participation in education, career planning, participation in daily living tasks and participation in meal planning, preparation and budgeting. When things are not going well, we ensure that Young People are provided with support from the appropriate agencies and we all work collaboratively to turn things around for the Young Person.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through the collation of feedback from all of our Young People we have ascertained that we continue to provide an environment where our young people feel safe and protected from abuse and neglect in the home. In addition and as part of this we ensure that all of our staff are recruited to meet the requirements of the safer recruitment process, have been DBS checked and have satisfactory references from previous employments. All staff have to evidence right to work documentation. All staff have to complete mandatory training requirements and either be registered with or be working towards the requirements of registering with Social Care Wales. Staff will also have to complete the relevant additional training requirements identified as being required in order to work with a particular Young Person. All staff complete Safeguarding training and the opportunity to discuss any possible Safeguarding concerns is always given at supervision and monthly staff meetings. During the recruitment process a question is always included regarding Safeguarding so we can be sure that staff are fully conversant with Safeguarding legislation and the processes involved. We have robust Policies and Procedures in place which are reviewed at least Annually, these ensure that we are doing all things possible to keep our Young People safe. We have regular professional visitors coming into the home to talk to our Young People about how to keep safe. Where there are issues uncovered Young People are provided with the necessary professional support and guidance and where relevant or required they are allocated and additional support worker. Social Workers are in regular contact with their Young Person and there are open lines of communication between the Social work Teams and the Home. Young people have all scored 9 or 10 out of 10 in our surveys for how safe and protected they feel in their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We ensure collaborative working with multi disciplinary teams to provide wrap around care. We focus on matching considerations and thorough transition planning and all of our admissions are done in a planned way. During the year we have upgraded our person plan templates taking onboard the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified goals and defined outcomes. These outcomes and goals are regularly reviewed to ensure that our Young people continue to make progress. Independence planning has become a priority for us to ensure that our Young People are prepared for adulthood. We have a strong focus on the development of life skills which includes participation in education, career planning, participation in daily living tasks and participation in meal planning, preparation and budgeting. When things are not going well, we ensure that Young People are provided with support from the appropriate agencies and we all work collaboratively to turn things around for the Young Person.</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)	13
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE, CE, Trauma Informed, Ligature and Self Harm , First Aid, Fire Warden, SAFE
<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?	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, CSE, CE, SAFE, Fire Warden1

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE, CE, Trauma Informed, Ligature and Self Harm , First Aid, Fire Warden, SAFE
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shifts with an average of 5 staff on duty during the day and at least 2 overnight
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	5
No. of posts vacant	2
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	6
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE, CE, Trauma Informed, Ligature and Self Harm , First Aid, Fire Warden, SAFE
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

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

12 hour shift, 5 during the day and 2 overnight

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

1

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

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

No

Service Profile

Service Details

Name of Service	Oakway
Telephone Number	02920872000
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some staff can speak Welsh

Service Provision

People Supported

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

4

Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Invitation to complete a survey and provide feedback. When the home was occupied young people were consulted at Residents Meetings. Staff took part in an online survey to compile views on the service and to identify additional improvements that could be made.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A securely fenced rear set out over three levels with artificial lawn and a seating area provided with attractive lighting. It is a very modern space and enjoyed by all residents who have stayed at Oakway. There is also a partially enclosed front garden which is accessed by steps up from the main walkway. There are great views across the countryside from this location.
Provide details of any other facilities to which the residents have access	The home is furnished well and in a modern style. The property benefited from a full refurbishment during the year. There are a range of games available and a selection of books. There are vehicles too allow the YP to be taken out and about to participate in activities in the community. There is wifi available and a computer console together with the essential television which also has a range of DVD to enable Movie nights.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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>We actively listen and value the unique experiences and opinions of all those involved with the service. We have in place suggestion boxes, regular feedback sessions and online surveys. We seek feedback from YP using the service and all those involved in care planning and delivery. The feedback is analysed and included in the Reg 80 reports and action plans are in place following each Reg 73 & Reg 80 report. The Service is visited monthly by the Responsible Individual and unannounced audits are carried out during those visits and any shortfalls or areas identified for improvement are communicated to the Management Team for action. The home actively supports YP to make ongoing choices about their individual care and support arrangements. We give YP and those important to them, clear, accurate and accessible information about available care and support options. We organise individually tailored social and recreational activities to explore Young Peoples interests to develop hobbies and establish connections with the Local Community. We work directly with our Education colleagues to support and encourage our YP to continue to participate in education. Collaborative decision-making processes enable us to tailor our services to meet the diverse needs and aspirations of those we support. We develop individualised personal plans that consider the unique requirements and preferences of each young person. These plans provide a range of options and choices, allowing individuals to actively participate in shaping their care and support services. We consider compliance with the principles of people feeling their voices are heard, having choice about their care and support, and having access to available opportunities as foundational to our operations. We continually review and enhance our policies, procedures, and practices to ensure alignment with these principles.</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>We ensure collaborative working with multi disciplinary teams to provide wrap around care. At Oakway we focus on supporting the most vulnerable Young People who find themselves needing an emergency placement. Therefore we work intensively with them to ascertain their needs and support during the first few days of their stay. They often have Care and Support Plans in place but their needs have either escalated or changed. During the year we have upgraded our person plan templates taking onboard the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified goals and defined outcomes. These outcomes and goals are regularly reviewed to ensure that our Young people continue to make progress. Independence planning has become a priority for us to ensure that our Young People are prepared for adulthood. We have a strong focus on the development of life skills which includes participation in education, career planning, participation in daily living tasks and participation in meal planning, preparation and budgeting. When things are not going well, we ensure that Young People are provided with support from the appropriate agencies and we all work collaboratively to turn things around for the Young Person.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Through the collation of feedback from all of our Young People we have ascertained that we continue to provide an environment where our young people feel safe and protected from abuse and neglect in the home. In addition and as part of this we ensure that all of our staff are recruited to meet the requirements of the safer recruitment process, have been DBS checked and have satisfactory references from previous employments. All staff have to evidence right to work documentation. All staff have to complete mandatory training requirements and either be registered with or be working towards the requirements of registering with Social Care Wales. Staff will also have to complete the relevant additional training requirements identified as being required in order to work with a particular Young Person. All staff complete Safeguarding training and the opportunity to discuss any possible Safeguarding concerns is always given at supervision and monthly staff meetings. During the recruitment process a question is always included regarding Safeguarding so we can be sure that staff are fully conversant with Safeguarding legislation and the processes involved. We have robust Policies and Procedures in place which are reviewed at least Annually, these ensure that we are doing all things possible to keep our Young People safe. We have regular professional visitors coming into the home to talk to our Young People about how to keep safe. Where there are issues uncovered Young People are provided with the necessary professional support and guidance and where relevant or required they are allocated and additional support worker. Social Workers are in regular contact with their Young Person and there are open lines of communication between the Social work Teams and the Home. Young people have all scored 9 or 10 out of 10 in our surveys for how safe and protected they feel in their home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We ensure collaborative working with multi disciplinary teams to provide wrap around care. At Oakway we focus on supporting the most vulnerable Young People who find themselves needing an emergency placement. Therefore we work intensively with them to ascertain their needs and support during the first few days of their stay. They often have Care and Support Plans in place but their needs have either escalated or changed. During the year we have upgraded our person plan templates taking on board the advice of the regulator. These documents have ensured that our care meets the needs of each young person and that the plans are far better to assimilate, use and update during the day to day care of each young person. All young people are supported to achieve their identified goals and defined outcomes. These outcomes and goals are regularly reviewed to ensure that our Young people continue to make progress. Independence planning has become a priority for us to ensure that our Young People are prepared for adulthood. We have a strong focus on the development of life skills which includes participation in education, career planning, participation in daily living tasks and participation in meal planning, preparation and budgeting. When things are not going well, we ensure that Young People are provided with support from the appropriate agencies and we all work collaboratively to turn things around for the Young Person.</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>9</p>

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

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

Staff Type

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE, CE, Trauma Informed, Ligature and Self Harm , First Aid, Fire Warden, SAFE
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE, CE, Trauma Informed, Ligature and Self Harm , First Aid, Fire Warden, SAFE
<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
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shift, 3 during the day and 2 at night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	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	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CSE, CE, Trauma Informed, Ligature and Self Harm , First Aid, Fire Warden, SAFE
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour shift, 3 during the day and 2 at night
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No