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:	Care Cymru Services Ltd
The provider was registered on:	18/07/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**Care Cymru**	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/03/2021
	Responsible Individual(s)	Nicola Jayne
	Manager(s)	Lori Fraser
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
	Care Cymru	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	27/04/2020
	Responsible Individual(s)	Nicola Jayne
	Manager(s)	Lori Fraser
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Care Cymru Torfaen	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/07/2019
	Responsible Individual(s)	Nicola Jayne
	Manager(s)	Rebecca Bill, Paul Davies
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Care Cymru Cardiff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/07/2019
	Responsible Individual(s)	Nicola Jayne
	Manager(s)	Kathy Griffiths
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Care Cymru RCT	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/07/2019
	Responsible Individual(s)	Nicola Jayne
	Manager(s)	Davina Ricketts, Nicola Watton
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All new care staff undertake mandatory AWIF training over a 4-day classroom-based course. Training details are logged on our Care Management System, with a set expiry date. Manual Handling training is refreshed annually, and all other core topics are refreshed every two years to ensure skills remain up to date. All care staff complete a 3-month probationary period, including 20 hours' shadowing. Care staff complete practical AWIF workbooks and undertake a final assessment by their line manager.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	A number of avenues are taken when recruiting staff from visual advertising in branch, job sites and word of mouth. We have a centralized recruitment team who work on processing candidates as quickly and efficiently as possible. Staff undergo regular appraisals where they are encouraged to outline any concerns which can be resolved and what improvements they wish to see. Staff are also entitled to a number of benefits including early access to earnings, MOT payments & generous annual leave.

Service Profile

Service Details

Name of Service	Care Cymru

Telephone Number	01792655666
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	15.96
The maximum hourly rate payable during the last financial year?	23.00

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?	We issue out client surveys on an annual basis and we welcome any and all feedback. Our offices have an open door policy to allow both staff and clients to express any concerns they may have or to relay positive comments to the team. When and if we have any changes to the operation of the service this is always reiterated to our service users via written communication.

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)	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.	Our outcome-focused, person-centred care approach supports individuals to life in the way they choose and achieve their own chosen outcomes with the aim of promoting their independence . Choice, control, dignity, and respect are a central focus at all stages, ensuring individual's wishes are heard, recorded, and integrated into their care. Individuals choose their outcomes and agree who, how, when, where and by whom they are supported to achieve them. With the individual's permission, we involve family, friends, Carers and advocates in the co-produced planning and delivery process, recognising their expertise. We identify opportunities to gain/regain independence, reducing dependence on paid care, in line with our strengths-based approach. This is communicated across the Core Team to ensure staff consistently deliver the care agreed. We collaborate with multi-disciplinary teams in care planning and reviews. We develop joint working protocols to maximise individual's independence in agreed timeframes, developing joint care/support plans to ensure no overlap or duplicated costs. We also seek to involve community groups in line with Service User's preferences to increase their independence, confidence, wellbeing, and social networks. Our branches maintain contacts of local resources, ensuring Service Users understand the opportunities and services available to them. Care Plans ensure individuals are supported in the way they want and need. They detail dietary requirements, support types, daily routines, culture/language, communication needs (e.g. Makaton, BSL, gestures, story boards), support/social networks and chosen outcomes. We conduct joint reviews inviting/including service users/family/carers and involved multi-disciplinary team every 3 months to monitor outcome progress and reflect changes in need, with the individual's agreement. Where a discharge from hospital or a change in circumstance/health occurs, the Care Plan is immediately reviewed, and outcomes updated. Care Plan reviews are essential to ensuring the rightsizing of care, reflecting individual's current needs to support their independence and safety. We continuously seek feedback during spot checks, daily conversation, suggestion boxes, satisfaction surveys, supervisions, and assessments. This 360-degree care planning, review and feedback circle means we can continually tailor services.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The concept of promoting health, development and wellbeing is a key theme that runs through all elements of our service. Staff are trained to promote independence in all aspects of the care and support that they provide, 'supporting to' rather than 'do for'. This approach will take longer in the short term but builds up the practical skills, confidence, mobility, and physical abilities that will benefit Service Users long term. The key elements of our service model are: • Enhancing physical, mental, and emotional wellbeing. • Support people to access education, employment, volunteering, and training opportunities. • Safeguarding individual privacy and safety, preventing abuse, harm, or neglect. • Wellness, restorative model addressing holistic mental health and physical needs. • Flexible service that is responsive to changing needs. • Preventing escalation of needs through early intervention. • Delaying of eliminating the need for residential/nursing care through working with community resources to manage health needs at home. • Supporting people to be part of and contribute to their local community. • Promotion of dignity and respect through the Dignity in Care ethos. • Individually tailored care plans written from the individual's perspective. • Person-centred approach that achieves people's potential. Our services are enablement focused, supporting the service user to maintain, regain or develop practical skills by improving health, mobility, and wellbeing. We take a person-centred approach and understand that each Service User will require a different type of support to meet their outcomes. Our service model supports people to live as independently as possible. We agree chosen goals and outcomes and create live person-centred service plans. Our support planning documentation includes an 'outcomes' section so that carers are fully aware of a Service User's outcomes. We encourage people to identify their own strengths, interests, and ambitions. We then tailor our support to best maximise each individual's abilities in line with their circumstances, choices and preferences. We look for ways that every Service User can enjoy greater independence and better health, social inclusion, wellbeing, and mobility. We have established working relationships with professionals within the health and social care sector, combined with knowledge of and close links with the local community.

| The extent to which people feel safe and protected from abuse and neglect. | Our annually reviewed Safeguarding Vulnerable Adults and Children Policies and Procedures align with local and national legislation and protocols, embedding safeguarding principles in our prevention and reporting procedures. We promote effective training and multi-disciplinary working, actively working with Adult Safeguarding Team, social workers, CIW and Police.

To ensure people feel safe and protected from abuse and neglect we:
• Promote Service User Engagement through telephone welfare checks, Care Plan reviews (3 months), Annual Client Forums and Service User reviews (2-6 after service commencement, then quarterly).
• Co-produce risk assessments/plans with each Service User, implementing these for each identified risk specific to the individuals needs. These are reviewed during care reviews (3 months), or sooner where additional risks are identified.
• Use Posters and Flyer Campaigns to increase awareness to encourage individuals to report concerns and reminds staff/Service Users how to report abuse.
• 'Make Safeguarding Personal', involving individuals, keeping them informed and updated them of the outcome of any investigations to support their choice/control.
• Run campaigns, which highlight the importance of reporting concerns and details an anonymous phone line and email.
• Undertake weekly quality assurance audits of Care Plan notes, MARS, and finances.
• Provide all staff with safeguarding training during induction and refresh this annually. Training covers empowerment, prevention, proportionality, protection, partnerships, and accountability aligned with the Care Act 2014.
• Record/Report changes in health/circumstances and make appropriate referrals e.g. fall management, skin integrity/tissue viability. Risk management and care plans are reviewed as appropriate.
• Elect a Safeguarding Lead at each branch who receive advanced training and oversee investigations.
• Operate Safer Recruitment practices, ensuring all staff undergo enhanced DBS checks and employment checks.
• Hold regular team meetings to discuss issues, share best practice and learn from expert guidance. Safeguarding is always and agenda item.
• Provide protection from victimisation when staff raise genuine concerns through our Whistleblowing Policy. Staff receive Whistleblowing training during induction, which is annually refreshed. |

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

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 0 |

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	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	Care Cymru

Telephone Number	01792655666
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	15.96
The maximum hourly rate payable during the last financial year?	23.00

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?	We issue out client surveys on an annual basis and we welcome any and all feedback. Our offices have an open door policy to allow both staff and clients to express any concerns they may have or to relay positive comments to the team. When and if we have any changes to the operation of the service this is always reiterated to our service users via written communication.

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)	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.	Our outcome-focused, person-centred care approach supports individuals to life in the way they choose and achieve their own chosen outcomes with the aim of promoting their independence. Choice, control, dignity, and respect are a central focus at all stages, ensuring individual's wishes are heard, recorded, and integrated into their care. Individuals choose their outcomes and agree who, how, when, where and by whom they are supported to achieve them.

With the individual's permission, we involve family, friends, Carers and advocates in the co-produced planning and delivery process, recognising their expertise. We identify opportunities to gain/regain independence, reducing dependence on paid care, in line with our strengths-based approach. This is communicated across the Core Team to ensure staff consistently deliver the care agreed.

We collaborate with multi-disciplinary teams in care planning and reviews. We develop joint working protocols to maximise individual's independence in agreed timeframes, developing joint care/support plans to ensure no overlap or duplicated costs. We also seek to involve community groups in line with Service User's preferences to increase their independence, confidence, wellbeing, and social networks. Our branches maintain contacts of local resources, ensuring Service Users understand the opportunities and services available to them.

Care Plans ensure individuals are supported in the way they want and need. They detail dietary requirements, support types, daily routines, culture/language, communication needs (e.g. Makaton, BSL, gestures, story boards), support/social networks and chosen outcomes.

We conduct joint reviews inviting/including service users/family/carers and involved multi-disciplinary team every 3 months to monitor outcome progress and reflect changes in need, with the individual's agreement. Where a discharge from hospital or a change in circumstance/health occurs, the Care Plan is immediately reviewed, and outcomes updated. Care Plan reviews are essential to ensuring the rightsizing of care, reflecting individual's current needs to support their independence and safety.

We continuously seek feedback during spot checks, daily conversation, suggestion boxes, satisfaction surveys, supervisions, and assessments. This 360-degree care planning, review and feedback circle means we can continually tailor services. |

| The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development. | The concept of promoting health, development and wellbeing is a key theme that runs through all elements of our service. Staff are trained to promote independence in all aspects of the care and support that they provide, 'supporting to' rather than 'do for'. This approach will take longer in the short term but builds up the practical skills, confidence, mobility, and physical abilities that will benefit Service Users long term.

The key elements of our service model are:
• Enhancing physical, mental, and emotional wellbeing.
• Support people to access education, employment, volunteering, and training opportunities.
• Safeguarding individual privacy and safety, preventing abuse, harm, or neglect.
• Wellness, restorative model addressing holistic mental health and physical needs.
• Flexible service that is responsive to changing needs.
• Preventing escalation of needs through early intervention.
• Delaying of eliminating the need for residential/nursing care through working with community resources to manage health needs at home.
• Supporting people to be part of and contribute to their local community.
• Promotion of dignity and respect through the Dignity in Care ethos.
• Individually tailored care plans written from the individual's perspective.
• Person-centred approach that achieves people's potential.

Our services are enablement focused, supporting the service user to maintain, regain or develop practical skills by improving health, mobility, and wellbeing. We take a person-centred approach and understand that each Service User will require a different type of support to meet their outcomes. Our service model supports people to live as independently as possible. We agree chosen goals and outcomes and create live person-centred service plans. Our support planning documentation includes an 'outcomes' section so that carers are fully aware of a Service User's outcomes.

We encourage people to identify their own strengths, interests, and ambitions. We then tailor our support to best maximise each individual's abilities in line with their circumstances, choices and preferences. We look for ways that every Service User can enjoy greater independence and better health, social inclusion, wellbeing, and mobility.

We have established working relationships with professionals within the health and social care sector, combined with knowledge of and close links with the local community. |

| The extent to which people feel safe and protected from abuse and neglect. | Our annually reviewed Safeguarding Vulnerable Adults and Children Policies and Procedures align with local and national legislation and protocols, embedding safeguarding principles in our prevention and reporting procedures. We promote effective training and multi-disciplinary working, actively working with Adult Safeguarding Team, social workers, CIW and Police.

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• Promote Service User Engagement through telephone welfare checks, Care Plan reviews (3 months), Annual Client Forums and Service User reviews (2-6 after service commencement, then quarterly).
• Co-produce risk assessments/plans with each Service User, implementing these for each identified risk specific to the individuals needs. These are reviewed during care reviews (3 months), or sooner where additional risks are identified.
• Use Posters and Flyer Campaigns to increase awareness to encourage individuals to report concerns and reminds staff/Service Users how to report abuse.
• 'Make Safeguarding Personal', involving individuals, keeping them informed and updated them of the outcome of any investigations to support their choice/control.
• Run campaigns, which highlight the importance of reporting concerns and details an anonymous phone line and email.
• Undertake weekly quality assurance audits of Care Plan notes, MARS, and finances.
• Provide all staff with safeguarding training during induction and refresh this annually. Training covers empowerment, prevention, proportionality, protection, partnerships, and accountability aligned with the Care Act 2014.
• Record/Report changes in health/circumstances and make appropriate referrals e.g. fall management, skin integrity/tissue viability. Risk management and care plans are reviewed as appropriate.
• Elect a Safeguarding Lead at each branch who receive advanced training and oversee investigations.
• Operate Safer Recruitment practices, ensuring all staff undergo enhanced DBS checks and employment checks.
• Hold regular team meetings to discuss issues, share best practice and learn from expert guidance. Safeguarding is always and agenda item.
• Provide protection from victimisation when staff raise genuine concerns through our Whistleblowing Policy. Staff receive Whistleblowing training during induction, which is annually refreshed. |

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

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 0 |

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No

	Deputy service manager	
	Does your service structure include roles of this type?	No

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

	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No

	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No

	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	Care Cymru Cardiff

Telephone Number	02920484239
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	112

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	21.00

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	6
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?	We issue out client surveys on an annual basis and we welcome any and all feedback. Our offices have an open door policy to allow both staff and clients to express any concerns they may have or to relay positive comments to the team. When and if we have any changes to the operation of the service this is always reiterated to our service users via written communication.

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)	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.

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| The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development. | The concept of promoting health, development and wellbeing is a key theme that runs through all elements of our service. Staff are trained to promote independence in all aspects of the care and support that they provide, 'supporting to' rather than 'do for'. This approach will take longer in the short term but builds up the practical skills, confidence, mobility, and physical abilities that will benefit Service Users long term.

The key elements of our service model are:
• Enhancing physical, mental, and emotional wellbeing.
• Support people to access education, employment, volunteering, and training opportunities.
• Safeguarding individual privacy and safety, preventing abuse, harm, or neglect.
• Wellness, restorative model addressing holistic mental health and physical needs.
• Flexible service that is responsive to changing needs.
• Preventing escalation of needs through early intervention.
• Delaying of eliminating the need for residential/nursing care through working with community resources to manage health needs at home.
• Supporting people to be part of and contribute to their local community.
• Promotion of dignity and respect through the Dignity in Care ethos.
• Individually tailored care plans written from the individual's perspective.
• Person-centred approach that achieves people's potential.

Our services are enablement focused, supporting the service user to maintain, regain or develop practical skills by improving health, mobility, and wellbeing. We take a person-centred approach and understand that each Service User will require a different type of support to meet their outcomes. Our service model supports people to live as independently as possible. We agree chosen goals and outcomes and create live person-centred service plans. Our support planning documentation includes an 'outcomes' section so that carers are fully aware of a Service User's outcomes.

We encourage people to identify their own strengths, interests, and ambitions. We then tailor our support to best maximise each individual's abilities in line with their circumstances, choices and preferences. We look for ways that every Service User can enjoy greater independence and better health, social inclusion, wellbeing, and mobility.

We have established working relationships with professionals within the health and social care sector, combined with knowledge of and close links with the local community. |

The extent to which people feel safe and protected from abuse and neglect.	Our annually reviewed Safeguarding Vulnerable Adults and Children Policies and Procedures align with local and national legislation and protocols, embedding safeguarding principles in our prevention and reporting procedures. We promote effective training and multi-disciplinary working, actively working with Adult Safeguarding Team, social workers, CIW and Police. To ensure people feel safe and protected from abuse and neglect we: • Promote Service User Engagement through telephone welfare checks, Care Plan reviews (3 months), Annual Client Forums and Service User reviews (2-6 after service commencement, then quarterly). • Co-produce risk assessments/plans with each Service User, implementing these for each identified risk specific to the individuals needs. These are reviewed during care reviews (3 months), or sooner where additional risks are identified. • Use Posters and Flyer Campaigns to increase awareness to encourage individuals to report concerns and reminds staff/Service Users how to report abuse. • 'Make Safeguarding Personal', involving individuals, keeping them informed and updated them of the outcome of any investigations to support their choice/control. • Run campaigns, which highlight the importance of reporting concerns and details an anonymous phone line and email. • Undertake weekly quality assurance audits of Care Plan notes, MARS, and finances. • Provide all staff with safeguarding training during induction and refresh this annually. Training covers empowerment, prevention, proportionality, protection, partnerships, and accountability aligned with the Care Act 2014. • Record/Report changes in health/circumstances and make appropriate referrals e.g. fall management, skin integrity/tissue viability. Risk management and care plans are reviewed as appropriate. • Elect a Safeguarding Lead at each branch who receive advanced training and oversee investigations. • Operate Safer Recruitment practices, ensuring all staff undergo enhanced DBS checks and employment checks. • Hold regular team meetings to discuss issues, share best practice and learn from expert guidance. Safeguarding is always and agenda item. • Provide protection from victimisation when staff raise genuine concerns through our Whistleblowing Policy. Staff receive Whistleblowing training during induction, which is annually refreshed.

> 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)	4

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

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

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

> Filled and vacant posts

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

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

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

> Contractual Arrangements

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

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

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

> Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	0

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

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

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	26
No. of posts vacant	3

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

Induction	15

Health & Safety	18
Equality, Diversity & Human Rights	18
Manual Handling	28
Safeguarding	18
Dementia	18
Positive Behaviour Management	18
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	26

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	6

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	Care Cymru RCT

Telephone Number	01443204647
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	526

Fees Charged

The minimum hourly rate payable during the last financial year?	18.36
The maximum hourly rate payable during the last financial year?	25.14

Complaints

What was the total number of formal complaints made during the last financial year?	14
Number of active complaints outstanding	1
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	9
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We issue out client surveys on an annual basis and we welcome any and all feedback. Our offices have an open door policy to allow both staff and clients to express any concerns they may have or to relay positive comments to the team. When and if we have any changes to the operation of the service this is always reiterated to our service users via written communication.

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)	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.	Our outcome-focused, person-centred care approach supports individuals to life in the way they choose and achieve their own chosen outcomes with the aim of promoting their independence. Choice, control, dignity, and respect are a central focus at all stages, ensuring individual's wishes are heard, recorded, and integrated into their care. Individuals choose their outcomes and agree who, how, when, where and by whom they are supported to achieve them. With the individual's permission, we involve family, friends, Carers and advocates in the co-produced planning and delivery process, recognising their expertise. We identify opportunities to gain/regain independence, reducing dependence on paid care, in line with our strengths-based approach. This is communicated across the Core Team to ensure staff consistently deliver the care agreed. We collaborate with multi-disciplinary teams in care planning and reviews. We develop joint working protocols to maximise individual's independence in agreed timeframes, developing joint care/support plans to ensure no overlap or duplicated costs. We also seek to involve community groups in line with Service User's preferences to increase their independence, confidence, wellbeing, and social networks. Our branches maintain contacts of local resources, ensuring Service Users understand the opportunities and services available to them. Care Plans ensure individuals are supported in the way they want and need. They detail dietary requirements, support types, daily routines, culture/language, communication needs (e.g. Makaton, BSL, gestures, story boards), support/social networks and chosen outcomes. We conduct joint reviews inviting/including service users/family/ carers and involved multi-disciplinary team every 3 months to monitor outcome progress and reflect changes in need, with the individual's agreement. Where a discharge from hospital or a change in circumstance/health occurs, the Care Plan is immediately reviewed, and outcomes updated. Care Plan reviews are essential to ensuring the rightsizing of care, reflecting individual's current needs to support their independence and safety. We continuously seek feedback during spot checks, daily conversation, suggestion boxes, satisfaction surveys, supervisions, and assessments. This 360-degree care planning, review and feedback circle means we can continually tailor services.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The concept of promoting health, development and wellbeing is a key theme that runs through all elements of our service. Staff are trained to promote independence in all aspects of the care and support that they provide, 'supporting to' rather than 'do for'. This approach will take longer in the short term but builds up the practical skills, confidence, mobility, and physical abilities that will benefit Service Users long term. The key elements of our service model are: • Enhancing physical, mental, and emotional wellbeing. • Support people to access education, employment, volunteering, and training opportunities. • Safeguarding individual privacy and safety, preventing abuse, harm, or neglect. • Wellness, restorative model addressing holistic mental health and physical needs. • Flexible service that is responsive to changing needs. • Preventing escalation of needs through early intervention. • Delaying of eliminating the need for residential/nursing care through working with community resources to manage health needs at home. • Supporting people to be part of and contribute to their local community. • Promotion of dignity and respect through the Dignity in Care ethos. • Individually tailored care plans written from the individual's perspective. • Person-centred approach that achieves people's potential. Our services are enablement focused, supporting the service user to maintain, regain or develop practical skills by improving health, mobility, and wellbeing. We take a person-centred approach and understand that each Service User will require a different type of support to meet their outcomes. Our service model supports people to live as independently as possible. We agree chosen goals and outcomes and create live person-centred service plans. Our support planning documentation includes an 'outcomes' section so that carers are fully aware of a Service User's outcomes. We encourage people to identify their own strengths, interests, and ambitions. We then tailor our support to best maximise each individual's abilities in line with their circumstances, choices and preferences. We look for ways that every Service User can enjoy greater independence and better health, social inclusion, wellbeing, and mobility. We have established working relationships with professionals within the health and social care sector, combined with knowledge of and close links with the local community.

The extent to which people feel safe and protected from abuse and neglect.	Our annually reviewed Safeguarding Vulnerable Adults and Children Policies and Procedures align with local and national legislation and protocols, embedding safeguarding principles in our prevention and reporting procedures. We promote effective training and multi-disciplinary working, actively working with Adult Safeguarding Team, social workers, CIW and Police. To ensure people feel safe and protected from abuse and neglect we: • Promote Service User Engagement through telephone welfare checks, Care Plan reviews (3 months), Annual Client Forums and Service User reviews (2-6 after service commencement, then quarterly). • Co-produce risk assessments/plans with each Service User, implementing these for each identified risk specific to the individuals needs. These are reviewed during care reviews (3 months), or sooner where additional risks are identified. • Use Posters and Flyer Campaigns to increase awareness to encourage individuals to report concerns and reminds staff/Service Users how to report abuse. • 'Make Safeguarding Personal', involving individuals, keeping them informed and updated them of the outcome of any investigations to support their choice/control. • Run campaigns, which highlight the importance of reporting concerns and details an anonymous phone line and email. • Undertake weekly quality assurance audits of Care Plan notes, MARS, and finances. • Provide all staff with safeguarding training during induction and refresh this annually. Training covers empowerment, prevention, proportionality, protection, partnerships, and accountability aligned with the Care Act 2014. • Record/Report changes in health/circumstances and make appropriate referrals e.g. fall management, skin integrity/tissue viability. Risk management and care plans are reviewed as appropriate. • Elect a Safeguarding Lead at each branch who receive advanced training and oversee investigations. • Operate Safer Recruitment practices, ensuring all staff undergo enhanced DBS checks and employment checks. • Hold regular team meetings to discuss issues, share best practice and learn from expert guidance. Safeguarding is always and agenda item. • Provide protection from victimisation when staff raise genuine concerns through our Whistleblowing Policy. Staff receive Whistleblowing training during induction, which is annually refreshed.

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

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	2
No. of posts vacant	0

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

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

Contractual Arrangements

No. of permanent staff	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

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	11
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	11
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)	11
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	0

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	167
No. of posts vacant	17

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	76

Health & Safety	105
Equality, Diversity & Human Rights	105
Manual Handling	175
Safeguarding	105
Dementia	105
Positive Behaviour Management	105
Food Hygiene	105
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	167

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	91
No. of staff working towards the required/recommended qualification	27

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	Care Cymru Torfaen

Telephone Number	01495760666
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	249

Fees Charged

The minimum hourly rate payable during the last financial year?	17.75
The maximum hourly rate payable during the last financial year?	22.51

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We issue out client surveys on an annual basis and we welcome any and all feedback. Our offices have an open door policy to allow both staff and clients to express any concerns they may have or to relay positive comments to the team. When and if we have any changes to the operation of the service this is always reiterated to our service users via written communication.

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)	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.	Our outcome-focused, person-centred care approach supports individuals to life in the way they choose and achieve their own chosen outcomes with the aim of promoting their independence. Choice, control, dignity, and respect are a central focus at all stages, ensuring individual's wishes are heard, recorded, and integrated into their care. Individuals choose their outcomes and agree who, how, when, where and by whom they are supported to achieve them.
	With the individual's permission, we involve family, friends, Carers and advocates in the co-produced planning and delivery process, recognising their expertise. We identify opportunities to gain/regain independence, reducing dependence on paid care, in line with our strengths-based approach. This is communicated across the Core Team to ensure staff consistently deliver the care agreed.
	We collaborate with multi-disciplinary teams in care planning and reviews. We develop joint working protocols to maximise individual's independence in agreed timeframes, developing joint care/support plans to ensure no overlap or duplicated costs. We also seek to involve community groups in line with Service User's preferences to increase their independence, confidence, wellbeing, and social networks. Our branches maintain contacts of local resources, ensuring Service Users understand the opportunities and services available to them.
	Care Plans ensure individuals are supported in the way they want and need. They detail dietary requirements, support types, daily routines, culture/language, communication needs (e.g. Makaton, BSL, gestures, story boards), support/social networks and chosen outcomes.
	We conduct joint reviews inviting/including service users/family/carers and involved multi-disciplinary team every 3 months to monitor outcome progress and reflect changes in need, with the individual's agreement. Where a discharge from hospital or a change in circumstance/health occurs, the Care Plan is immediately reviewed, and outcomes updated. Care Plan reviews are essential to ensuring the rightsizing of care, reflecting individual's current needs to support their independence and safety.
	We continuously seek feedback during spot checks, daily conversation, suggestion boxes, satisfaction surveys, supervisions, and assessments. This 360-degree care planning, review and feedback circle means we can continually tailor services.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The concept of promoting health, development and wellbeing is a key theme that runs through all elements of our service. Staff are trained to promote independence in all aspects of the care and support that they provide, 'supporting to' rather than 'do for'. This approach will take longer in the short term but builds up the practical skills, confidence, mobility, and physical abilities that will benefit Service Users long term.

The key elements of our service model are:
• Enhancing physical, mental, and emotional wellbeing.
• Support people to access education, employment, volunteering, and training opportunities.
• Safeguarding individual privacy and safety, preventing abuse, harm, or neglect.
• Wellness, restorative model addressing holistic mental health and physical needs.
• Flexible service that is responsive to changing needs.
• Preventing escalation of needs through early intervention.
• Delaying of eliminating the need for residential/nursing care through working with community resources to manage health needs at home.
• Supporting people to be part of and contribute to their local community.
• Promotion of dignity and respect through the Dignity in Care ethos.
• Individually tailored care plans written from the individual's perspective.
• Person-centred approach that achieves people's potential.

Our services are enablement focused, supporting the service user to maintain, regain or develop practical skills by improving health, mobility, and wellbeing. We take a person-centred approach and understand that each Service User will require a different type of support to meet their outcomes. Our service model supports people to live as independently as possible. We agree chosen goals and outcomes and create live person-centred service plans. Our support planning documentation includes an 'outcomes' section so that carers are fully aware of a Service User's outcomes.

We encourage people to identify their own strengths, interests, and ambitions. We then tailor our support to best maximise each individual's abilities in line with their circumstances, choices and preferences. We look for ways that every Service User can enjoy greater independence and better health, social inclusion, wellbeing, and mobility.

We have established working relationships with professionals within the health and social care sector, combined with knowledge of and close links with the local community.

The extent to which people feel safe and protected from abuse and neglect.	Our annually reviewed Safeguarding Vulnerable Adults and Children Policies and Procedures align with local and national legislation and protocols, embedding safeguarding principles in our prevention and reporting procedures. We promote effective training and multi-disciplinary working, actively working with Adult Safeguarding Team, social workers, CIW and Police. To ensure people feel safe and protected from abuse and neglect we: • Promote Service User Engagement through telephone welfare checks, Care Plan reviews (3 months), Annual Client Forums and Service User reviews (2-6 after service commencement, then quarterly). • Co-produce risk assessments/plans with each Service User, implementing these for each identified risk specific to the individuals needs. These are reviewed during care reviews (3 months), or sooner where additional risks are identified. • Use Posters and Flyer Campaigns to increase awareness to encourage individuals to report concerns and reminds staff/Service Users how to report abuse. • 'Make Safeguarding Personal', involving individuals, keeping them informed and updated them of the outcome of any investigations to support their choice/control. • Run campaigns, which highlight the importance of reporting concerns and details an anonymous phone line and email. • Undertake weekly quality assurance audits of Care Plan notes, MARS, and finances. • Provide all staff with safeguarding training during induction and refresh this annually. Training covers empowerment, prevention, proportionality, protection, partnerships, and accountability aligned with the Care Act 2014. • Record/Report changes in health/circumstances and make appropriate referrals e.g. fall management, skin integrity/tissue viability. Risk management and care plans are reviewed as appropriate. • Elect a Safeguarding Lead at each branch who receive advanced training and oversee investigations. • Operate Safer Recruitment practices, ensuring all staff undergo enhanced DBS checks and employment checks. • Hold regular team meetings to discuss issues, share best practice and learn from expert guidance. Safeguarding is always and agenda item. • Provide protection from victimisation when staff raise genuine concerns through our Whistleblowing Policy. Staff receive Whistleblowing training during induction, which is annually refreshed.

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)	9

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	2
No. of posts vacant	0

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

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

Contractual Arrangements

No. of permanent staff	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

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	2

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	0

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	72
No. of posts vacant	8

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	17

Health & Safety	43
Equality, Diversity & Human Rights	43
Manual Handling	80
Safeguarding	43
Dementia	43
Positive Behaviour Management	43
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	72

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	13

Other types of staff

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