

# Annual Return 2022/2023

## 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: Carmarthenshire County Council Adults and Children's Services

The provider was registered on: 20/09/2018

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

The regulated services delivered by this provider were:

Garreglwyd	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Responsible Individual(s)	Louise Quatermass
Manager(s)	Natasha Harries
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Tir Eion	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Debbie Johnson
Manager(s)	Jill Cowdry
Maximum number of places	8
Service Conditions	There are no conditions associated to this service
Awel Tywi	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Steven Bird
Maximum number of places	38
Service Conditions	There are no conditions associated to this service
Dol Y Felin	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Jason Gregory
Maximum number of places	33
Service Conditions	There are no conditions associated to this service

Maesllewellyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Sandra Jones
Maximum number of places	40
Service Conditions	There are no conditions associated to this service

Y Bwthyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Heike Clarke
Maximum number of places	32
Service Conditions	There are no conditions associated to this service

Caemaen Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Sharon Jones
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Y Plas Residential Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Jane Gingell
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Blaenau Respite Childrens Centre	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Responsible Individual(s)	Louise Quatermass
Manager(s)	Victoria Griffiths
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Llys Caradog Childrens Centre	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018

Responsible Individual(s)	Louise Quatermass
Manager(s)	Tanya Breeze
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Carmarthenshire County Council In-house domiciliary care service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/09/2018
Responsible Individual(s)	Julie Duggan
Manager(s)	Gail Sinclair, Carol Ann Evans
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Llys Y Bryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Heike Clarke
Manager(s)	Jessica Owens
Maximum number of places	45
Service Conditions	There are no conditions associated to this service

West Wales Shared Lives Scheme	
Service Type	Adult Placement Service
Type of Care	None
Approval Date	05/07/2019
Responsible Individual(s)	Sharon Frewin
Manager(s)	
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	The service regularly reviews the training undertaken by all staff to ensure that staff have up to date training in core areas such as (but not limited to) manual handling, medication administration, safeguarding, dementia, health and safety etc. All training is held on an electronic system where update reports can easily be obtained. Consideration of training implications are built into the planning of any service developments.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The service regularly reviews and regrades, where appropriate, the profile of care workers. The service has a dedicated resource focussed on the recruitment of new staff. The service is represented in local job fairs, and pop-up events across the County. There has been a concerted recruitment campaign which has included TV and radio advertisements, and posters on bus stops.

#### Service Profile

##### Service Details

Name of Service	Awel Tywi
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Telephone Number	01558 822556
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	None at present

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	76
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	718.56
The maximum weekly fee payable during the last financial year?	935.60

##### 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?	Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions information pack

##### Service Environment

How many bedrooms at the service are single rooms?	38
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?	4
How many communal lounges at the service?	6
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	large grounds at the home with many outdoor seating areas 2 large gardens with under cover space to be used in all weather, 1 specially designed garden to support people living with dementia which is secure
Provide details of any other facilities to which the residents have access	reading/quiet room large visiting room small lounge with bar affect and piano

##### 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>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>87% of people who live at Awel Tywi stated they felt their rights and choices were respected, 81 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Awel Tywi was rated by the residents as Excellent.</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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcome are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> <li>100% of the people were happy with the meals.</li> <li>100% described the facilities at the home Excellent/Good</li> <li>100% of the people described the Activities and entertainment as Good/Excellent.</li> <li>100% of the people said the cleanliness and comfort of the home was Good/Excellent.</li> </ul> <p>The Responsible Individuals undertakes regular visits and speaks to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</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) 30

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	0
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia wellbeing care coach appreciative inquiry First Aid digital skills and systems 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)	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	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	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia interpreter Dementia wellbeing care coach First Aid digital skills and systems 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)	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?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	3
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	OPUS diabetes diabetic training First Aid digital skills and systems training
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0



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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

Nursing care staff

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

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

Does your service structure include roles of this type?	Yes
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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	5
No. of posts vacant	0

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

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

Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	4
Safeguarding	5
Medicine management	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.	diabetic training First Aid digital skills and systems training

Contractual Arrangements

No. of permanent staff	5
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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)	5
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.	these staff work on a ADHOC basis to cover the senior staff within the home
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
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	29
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	7
Health & Safety	20
Equality, Diversity & Human Rights	17
Infection, prevention & control	34
Manual Handling	32
Safeguarding	34
Medicine management	10
Dementia	12
Positive Behaviour Management	12
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes oral hygiene First Aid digital skills and systems training

Contractual Arrangements	
No. of permanent staff	26
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	8
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)	24
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.	8am-2.30pm 7 x care staff plus one senior care 2.30pm-9/10pm 5 x care staff plus one senior care 10pm-8am 3 care staff plus one senior care
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	5
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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	1
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)	2
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	2
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	0
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen training digital skills and systems training
Contractual Arrangements	
No. of permanent staff	6

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	1
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 Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment  Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Blaenau Respite Childrens Centre
Telephone Number	01269850789
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	Other than English and Welsh languages used in the provision of our service, we encourage the use of any other languages that are used by the children and young people accessing the service at any given time. This could be British Sign Language for example or any other forms of communication, such as signalong, Picture Exchange Communication System, objects of reference or apps on communication devices.

#### Service Provision

##### People Supported

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

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

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0

Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Children are consulted each time they have a sleep over at Blaenau and parents/carers have the opportunity to discuss the operation of the service at CASP reviews and Annual Education Reviews . We are in close contact with parents/carers generally and more specifically after each child's stay with us - to update them. We have coffee mornings and all parents and carers are invited.

#### 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?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	The children that attend Blaenau have access to a secure outside play area, situated to the back of the building - this can be accessed from inside the building via the back door, leading from the hallway or patio doors from the living room. The play area can also be accessed from outside via a side gate which has a keypad lock. The play area has specialist flooring and play equipment that is accessible to all children. Equipment includes; a wheelchair swing, a nest swing, rocking donkey, small standing roundabout, chimes, talking flowers and a bespoke climbing frame. At the bottom of the garden willow trees have been planted to create tunnels. The garden is colourful with four large murals of a landscape in all seasons. This play area is also used for messy play. Within the outside grounds there is communal sensory room area under development . Blaenau is situated in a rural village, the Children also have access to local country gardens, parks and estates and beaches.
Provide details of any other facilities to which the residents have access	Blaenau is situated in the village of Blaenau approximately 3 miles from the towns of Ammanford and Cross Hands in different directions and a short drive from the larger towns of Llanelli and Carmarthen, also a short drive from neighbouring authority - Swansea. A vast range of community facilities and activities are available to our children. Large retail outlets, cafes, restaurants, gyms, community halls, bowling, trampoline parks, climbing walls, parks, beaches, cinemas, Police and Fire Stations and schools.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Signalong, Total Communication, Intensive Interaction, Objects of reference, Individual (personalised) signs.

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young people attending the service are listened to and given choices during their stays. They are supported to undertake a range of activities and the home receives lots of positive feedback. Personal plans are developed alongside young people and those who know them best. For young people who need support to communicate, their preferred communication aides are utilised to ensure that their thoughts are known.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children and young people who attend the home do so for short breaks and overwhelming feedback is that they love their stays at Blaenau. The staff prepare for each individual visit, taking into account specific needs and likes and dislikes. Staff receive training to ensure that they are able to manage any health related needs, as well as understand specific needs of the children. Young people's plans are detailed and include specific information to ensure a consistent, happy stay at the home. The home works closely with the children's schools to ensure consistent support plans. The home has been flexible and sensitive with young people who struggle with staying for a full overnight and have gently supported visits, enabling overnight stays at the time that was right for the young person involved. The home has held coffee mornings and group events throughout the year, in order to gather feedback face to face. The attendance at these events can vary and so the reintroduction of questionnaires to all service users has been implemented.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home benefits from a small, experienced team, supported by a group of longstanding casual staff to ensure that cover is provided by staff who know the home and the young people well. All staff have undertaken safeguarding training as well as training in managing behaviours that challenge in a positive manner. The home has developed the audit processes for health and safety as well as medication checks, which further safeguards individuals who use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home has developed their personal plans to ensure that each child has outcomes recorded that are specific to them and that the progress of these is documented clearly. The team hold regular meetings that are well attended, whereby the needs of individual young people are discussed and plans agreed. Individual multi disciplinary team and focus groups are held if a personal outcome is more complex. The property is well set out and maintained, giving young people a safe, spacious and familiar surroundings.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>12.61</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>



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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid. Autism Awareness. Fire Safety. Epilepsy and Buccal. Direct Work with Children and Anxiety. Communication Training. Compassionate Leadership.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

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	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	1
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>On Boarding for new starter with access to e-learning modules.  First Aid  Communication  Sign-along  Epilepsy and Buccal Training  Data Protection  Direct work with children and anxiety  Understanding Autism</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Residential Child Care Officers (RCCO's) have a supervisory role at Blaenau Children's Centre. One of the 5 officer posts has a contract of 34 hours and the other 4 officer posts are contracted to 28 hours a week. All Officers have a 10 week rolling rota, so that shifts can be worked out in advance and planning outside of work can take place. All officers work 5 and a half week ends out of 10 and have 4 and a half weekends off out of 10. All officers are required to "sleep in" and currently there is a pattern for all officers of 15 per 10 week rolling period. When an officer has a "sleep in" shift, they will normally commence at 2.30/3pm, work until 11pm. They will retire to a dedicated sleep in room but are aware they are on call should they be needed. There is a waking night member of staff in the building while they are asleep. Officers shift starts at 7am the next morning and depending on the pattern of rota, they may finish any time between 11 am and 2 pm the following day. However, during school holidays, there is an expectation that officers will stay until 3pm the following day after their sleep in, as the centre supports children 24/7 when schools are closed. During weekends and the holiday periods children arrive with us at 3pm and are discharged the following day at 2pm. The officer sleeping in on any given day will take the lead for that shift and will be supported by other officers or Residential Day Care Workers or Casual staff, depending on the need for cover at the time. On each shift there is at least 2 members of staff, 1 as lead of shift. We aim to have 3 staff on each shift and this is what our existing 10 week rota covers us for. However there are occasions due to annual leave, sick leave or training that we may have to reduce staff if we are unable to find cover - alternatively we can increase staff on shifts where the need has been identified for a child or mix of children. We have the flexibility to do this.</p>
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	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	6
No. of posts vacant	2

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

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

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	5
Medicine management	6
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and Buccal. First Aid. Data Protection. Autism Awareness. Understanding Children's Emotions. Encouraging Positive Behaviour. Adverse Childhood Experiences. Autism and ADHD in girls. On Boarding for new starter - access to core e-learning modules (Whistle blowing, behaviour standards, IPC) SCW Carer Awareness Alcohol awareness Impact of Trauma Direct work with children and anxiety. Communication.
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**Contractual Arrangements**

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	2

**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)	8
No. of part-time staff (16 hours or under per week)	0

**Typical shift patterns in operation for employed staff**

<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>At Blaenau Children's Centre we have Residential Child Care Workers, who mainly work day shifts and Residential Child Care Worker Nights. We have 5 day care worker posts and all have a contract of 20 hours over a 4 day week and are part of a larger establishment rota that is rolling over a 10 week period. All day care workers work 5 and a half weekends out of 10 and have 4 and a half weekends off out of 10. We have 3 dedicated night workers who have a contract of 23.33 hours per week and work 70 hours over 3 weeks (or 140 hours over 6 weeks). This translates currently to 2 shifts on and 4 shifts off on a rolling basis. Our day care workers work short morning shifts, 7am to 10 am or 11am and longer afternoon shifts usually from 2.30pm or 3pm to 9pm. Our day care workers support officers on shift. During weekends and holiday periods their short mornings extend to 3pm in order to fully support the service. Our establishment rota is based on covering 3 staff per shift - however this may change due to vacant posts, annual leave, sick leave and training. Where we need to we can run as a minimum of 2 staff per shift - alternatively, we can also increase staff based on identified need of an individual child or mix of children. Our night staff commence their shift at 9pm and are awake and finish shift the following morning at 7am. They lone work through the night (from 11pm), aware that they have an officer (sleep in) to call on if needed. Also when and where needed we may increase working night members of staff to 2.</p>
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Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Clerical Assistant - Clerk at Blaenau Children's Centre. Centre clerk post is contracted 10 hours per week. The clerk offers business and admin support to the centre. Main duties of the post are as follows - To input web based time sheets. To submit petty cash claims ensuring a balance and audit trail, to co-ordinate purchase orders, and submit credit card requests, to process all invoicing, to co-ordinate the order and audit trail of Tesco Welfare cards. To check Care First System for newly referred children's details and keep an up to date waiting list. To calculate annual leave and bank holiday totals for staff and keep a log of all hours taken. To keep an up to date log of staff and children contact details. To update training log from the rota. To calculate additional hours worked by night staff. Also, to submit Admissions and Weekly discharge data.</p>

Filled and vacant posts	
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No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Caemaen Residential Care Home
Telephone Number	01554 771835
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	None

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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### Fees Charged

The minimum weekly fee payable during the last financial year?	716.56
The maximum weekly fee payable during the last financial year?	935.60

### 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?	Newsletters Care and support plans service user guide information packs in bedrooms Quality assurance questionnaires residents meetings social work reviews RI visits/reports one to one discussions

### Service Environment

How many bedrooms at the service are single rooms?	30
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?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	All external areas of the Home are designed for wheelchair access. The home is surrounded by grassed areas and shrubbery. At the front of the home there is a small, paved patio area with seating and raised flowerbeds. Car Parking facilities are available at the front and rear of the Home providing spaces for Staff, Visitors and Emergency Vehicles.
Provide details of any other facilities to which the residents have access	Library Hairdressers

### Communicating with people who use the service

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

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



Other	Yes
List 'Other' forms of non-verbal communication used	whiteboard

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>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>100% of people who live at Caemaen stated they felt their rights and choices were respected, 89 % knew who to contact if they needed to discuss anything about their care. 70% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Caemaen was rated by the residents as Excellent.</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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcome are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <p>100% of the people were happy with the meals.</p> <p>100% described the facilities at the home Excellent/Good</p> <p>87% of the people described the Activities and entertainment as Good/Excellent.</p> <p>100% of the people said the cleanliness and comfort of the home was Good/Excellent.</p> <p>The Responsible Individuals undertakes regular visits and speaks to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 22

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Appreciative Inquiry Candid conversations Digital skills
	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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	6
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	3
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	6
Safeguarding	0
Medicine management	4
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	customer care well being first aid dementia care coach end of life personal resilience & wellbeing Code of Professional Practice for Social Care
<b>Contractual Arrangements</b>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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	3
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	customer care well being Dementia care coach

Contractual Arrangements

No. of permanent staff	3
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No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-2.30pm 1 staff 2.30pm-9pm 1 staff 9pm-8am 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	10
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	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	7
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	customer care well being first Aid

<b>Contractual Arrangements</b>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	3
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-2.30pm 4 staff 2.30pm-9pm 3 staff 9pm-8am 2 staff
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	customer care QCF
<b>Contractual Arrangements</b>	
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	1
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HACCAP Allergens well being QCF

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	2
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)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment</p> <p>Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents</p>
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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none



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

### Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Carmarthenshire County Council In-house domiciliary care service
Telephone Number	01267242472
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	876
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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?	100

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	1

Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People who use the service were surveyed twice the last year. These were a mix of telephone surveys, and paper feedback forms. Those that have used the Reablement short term service are provided with a satisfaction questionnaire on completion of the service. The Homecare service is also provided in two Extra Care Schemes and the Homecare Manager and RI will attend regular coffee mornings held for the tenants in each of the schemes.</p> <p>The RI undertakes regular home visits to a sample number of people who use the service, and their families where possible. The RI visits are an opportunity to learn from the people who use the service, and understand what we can do better.</p> <p>The information gleaned from the surveys, RI home visits, and coffee mornings, informs our forward work and training programmes, and highlights areas of good practice that we can continue to build on.</p>

#### 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 <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. 96% of people who use the service stated they knew who to contact if they needed to discuss anything about their care, and 97% felt that communication with the service was either excellent or good.</p> <p>Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the person's strengths, their daily routine, and aspirations.</p> <p>A survey of people who use the service revealed that:-</p> <ul style="list-style-type: none"> <li>• 97% stated that their care and support is delivered confidently, with dignity, respect and understanding of their personal needs</li> <li>• 99% stated that they are listened to and able to express their views on how they receive their care and support.</li> <li>• 70% stated that they consistently receive the service from the same Homecare Workers</li> <li>• 57% said they are able to receive the service from a carer who could speak some Welsh</li> </ul> <p>Comments from people who use the service include:</p> <ul style="list-style-type: none"> <li>• the staff work with me and do the things the way I like them done</li> <li>• I am able to tell the staff how I like things done</li> </ul>

<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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals, and are responsive to the changing needs of people who use the service.</p> <p>People who use the service hold it in high regard, and speak positively about the carers, and the support they receive. 96% of people who use the service rate it as either excellent and 97% rated the professionalism of the Homecare Workers as excellent.</p> <p>Carmarthenshire has a high percentage of Welsh speakers in its population. The ability to receive care and support through the medium of the Welsh language is a fundamental component of ones overall sense of wellbeing. For these people who use the service, where Welsh is the persons language of choice, 57% of those surveyed state that they are able to receive their care and support through the medium of Welsh.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</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>212</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>2</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	WLG A workforce planning training (4 workshop sessions) appreciative enquiry 2 day training AI Wales Medication Administration and Management training (2 days)

### 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	10
No. of posts vacant	0

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

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

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	2
Manual Handling	3
Safeguarding	6
Dementia	9
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trading standards - recognising and reporting scams Eclipse system General Data Protection Regulations medication management and administration

#### Contractual Arrangements

No. of permanent staff	10
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)	10
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	10
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
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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	22
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	3
Health & Safety	7
Equality, Diversity & Human Rights	4
Manual Handling	2
Safeguarding	4
Dementia	22
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	autism awareness IOSH medication management and administration releasing time to care Eclips system

#### Contractual Arrangements

No. of permanent staff	14
No. of Fixed term contracted staff	8
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)	22
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	22
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	299
No. of posts vacant	34

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	72
Health & Safety	75
Equality, Diversity & Human Rights	55
Manual Handling	267
Safeguarding	59
Dementia	193
Positive Behaviour Management	0
Food Hygiene	58
Please outline any additional training undertaken pertinent to this role which is not outlined above.	confidentiality General Data Protection Regulations behavioural standards code of conduct for social care worker medication administration

#### Contractual Arrangements

No. of permanent staff	299
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	33

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)	266
No. of part-time staff (16 hours or under per week)	33

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	281
No. of staff working towards the required/recommended qualification	18

#### 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.	SERVICE SUPPORT OFFICER SERVICE SUPPORT ASSISTANTS

#### Filled and vacant posts

No. of staff in post	12
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	12
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CM2000 SYSTEM TRAINING HOME WORKING

#### Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	5
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)	5
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

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

### Service Profile

#### Service Details

Name of Service	Dol Y Felin
Telephone Number	01994 230039
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	none

### Service Provision



People Supported

How many people in total did the service provide care and support to during the last financial year?	46
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Fees Charged

The minimum weekly fee payable during the last financial year?	718.56
The maximum weekly fee payable during the last financial year?	935.60

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?	Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions information pack

Service Environment

How many bedrooms at the service are single rooms?	33
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?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There is a large, enclosed garden to the rear of the property, and it has recently been refurbished. Residents are able to access the garden with or without supervision as needed. All of the pathways have been levelled and tarmacked as part of the improvement plan for the Home, allowing easy access for wheelchairs and minimising trip risks for those who are able to walk. There is a new canopy which is attached to an outside wall to provide shade on sunny days. The garden has several other seating areas and they are all frequently in use when the weather permits.
Provide details of any other facilities to which the residents have access	Hairdressers room 2 x visitors room

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>74% of people who live at Dolyfelin stated they felt their rights and choices were respected, 72 % knew who to contact if they needed to discuss anything about their care. 63% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Dolyfelin was rated by the residents as Great.</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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcome are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> <li>90% of the people were happy with the meals.</li> <li>100% described the facilities at the home Excellent/Good</li> <li>90% of the people described the Activities and entertainment as Good/Excellent.</li> <li>100% of the people said the cleanliness and comfort of the home was Good/Excellent.</li> </ul> <p>The Responsible Individuals undertakes regular visits and speaks to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>28</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	0
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid 12/07/2022 DATA PROTECTION (GDPR) 09/05/2022
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Tissue viability Digital skills RISCA compliance
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Whistleblowing Welsh Language Awareness Emergency first aid at work Mental Health in the work place Violence against women
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4

No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	6
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Violence against women
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	7
No. of part-time staff (16 hours or under per week)	1

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.	8am -2.30pm 1 staff 2.30pm-9pm 1 staff 9pm-8am 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	10
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	5
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Whistleblowing mental health in the workplace Welsh language standards
Contractual Arrangements	
No. of permanent staff	9
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	7
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)	8
No. of part-time staff (16 hours or under per week)	1
<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.	8am-2.30pm 5 staff 2.30pm-9pm 5 staff 9pm-8am 2 staff
<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	7
No. of staff working towards the required/recommended qualification	2
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	3
No. of posts vacant	0
<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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0



Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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	1
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)	2

No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment  Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Digital Skills
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

### Service Profile

#### Service Details

Name of Service	Garreglwyd
Telephone Number	01269598348
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

### Service Provision

#### People Supported

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

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

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The Responsive Individual conducts telephone calls to parents to gather their opinion on the delivery of the service. Parents are invited to attend Multi Disciplinary team meetings and LAC reviews where they are asked their opinions on the service. The home contact parents daily to inform them of each young person's day and young people are encouraged to ring parents daily.

#### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0

How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Garreglwyd has a large outdoor park area to the side of the main building which has been recently upgraded to offer a more natural and secluded space where the young people can socialise together or enjoy their own company. There is also a safe outdoor decked area at the front of Garreglwyd, a sensory garden to the rear and grassed area to the front of the building which is to be developed into a garden.
Provide details of any other facilities to which the residents have access	There is a sensory room that the young people can access when required.

#### 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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Signalong, Total Communication, Intensive Interaction, Objects of reference, Individual (personalised) signs.

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The young people are encouraged to voice their choices on their care and support and their keyworkers consult with them in their preferred method of communication about their needs, likes and preferences. Each of the young people have their own advocate to consult with to ensure their voices are heard. Communication is good and parents and family members are included in all aspects of young people's lives. Staff evidently offer choice to the young people throughout their day and they are encouraged and supported to try a range of opportunities.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The home has detailed personal plans which ensure that care is holistic. The young people are supported to access various activities of their choice. Young people have a detailed visual weekly planner that helps them to follow their schedules. Young people are encouraged to attend all appointments needed for their health and wellbeing and these are managed carefully and sensitively with the least amount of difficulties. The home supports children's education placements when needed to maintain attendance.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home benefits from an experienced team who know the children well. They are supported by a group of longstanding casual staff to ensure that cover is provided by staff who know the home and the young people well. All staff have undertaken safeguarding training as well as training in managing behaviours that challenge in a positive manner. The home has developed the audit processes for health and safety as well as medication checks, which further safeguards individuals who use the service. There are processes in place to raise any safeguarding issues and manage them appropriately.</p>

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

The home has developed their personal plans to ensure that each child has outcomes recorded that are specific to them and that the progress of these is documented clearly.  
 The team hold regular meetings that are well attended, whereby the needs of individual young people are discussed and plans agreed.  
 Individual multi disciplinary team and focus groups are held regularly to ensure that support is appropriate and focussed on best outcomes.  
 The property is well set out and maintained, giving young people safe, spacious and familiar surroundings.

The team ensure that young people have the same opportunities as their peers. Although the children/ young people's needs are complex, there is strong belief that with the right support and strategies leisure pursuits can be as meaningful as possible and will allow them to increasingly develop in the areas of social and life skills. If any young person develops a special interest or skill, it is encouraged and facilitated wherever possible. Feedback from families is overwhelmingly positive with a parent commenting that her child is 'Living their best life' at the home.

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)	18
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
Infection, prevention & control	0	

Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	2

Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	5
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	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

#### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff work generally a 15 hour day 7am until 10pm on a one day on, 2 days off basis. With the 4 children in place there were at least 6 staff per shift. Officers lead their childcare worker colleagues and so at least 2 officers work each shift.
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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	3
No. of staff working towards the required/recommended qualification	2

Other social care workers providing direct care

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



Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	12
<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	8
Infection, prevention & control	8
Manual Handling	5
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	6
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	3
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Day staff work a mix of 15 hour shifts of 7am until 1 0pm and shorter shifts of either morning or afternoon.</p> <p>Night staff cover between 9pm and 7am.</p> <p>A full shift typically has 6 staff on at any day time and at night 2 waking nights alongside 2 sleep in staff.</p>
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	5
Domestic staff	

Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerical Assistant. The clerk offers business and admin support to the centre. Main duties of the post are as follows - To input web based time sheets. To submit petty cash claims ensuring a balance and an audit trail, to co-ordinate purchase orders, and submit credit card requests, to process all invoicing, to co-ordinate the order and audit trail of Tesco Welfare cards. To calculate annual leave and bank holiday totals for staff and keep a log of all hours taken. To update training log from the rota. To calculate additional hours worked by night staff. Also, to submit Admissions and Weekly discharge data.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	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)	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	1
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Llys Caradog Childrens Centre
Telephone Number	01554774845
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

## Service Provision

### People Supported

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

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

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Children are consulted each time they have a sleep over and parents/carers have the opportunity to discuss the operation of the service at CASP reviews and Annual Education Reviews. We are in close contact with parents/carers generally and more specifically after each child's stay with us - to update them. We have coffee mornings to which all parents and carers are invited. A childrens panel is being developed.

### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2

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	2 gardens - one main garden and one sensory garden
Provide details of any other facilities to which the residents have access	A vast range of community facilities and activities are available to our children. Large retail outlets, cafes, restaurants, gyms, community halls, bowling, trampoline parks, climbing walls, parks, beaches, cinemas, Police and Fire Stations and schools.

#### 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	Yes
List 'Other' forms of non-verbal communication used	Signalong, Total Communication, Intensive Interaction, Objects of reference, Individual (personalised) signs.

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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.	Children are consulted each time they stay or visit the home and parents/carers have the opportunity to discuss the operation of the service at CASP reviews and Annual Education Reviews. The home is in close contact with parents/carers generally and more specifically after each child's stay to update them. Coffee mornings are held to which all parents and carers are invited and feedback questionnaires have been sent out to families and staff.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The children and young people who attend the home do so for short breaks and overwhelming feedback is that they love their stays at Lllys. The staff prepare for each individual visit, taking into account specific needs and likes and dislikes. Staff receive training to ensure that they are able to manage any health related needs, as well as understand specific needs of the children. Young peoples plans are detailed and include specific information to ensure a consistent, happy stay at the home. The home works closely with the children's schools to ensure consistent support plans. The home has held coffee mornings and group events throughout the year, in order to gather feedback face to face. The attendance at these events can vary and so the reintroduction of questionnaires to all service users has been implemented.
The extent to which people feel safe and protected from abuse and neglect.	The home benefits from a well established, experienced team, supported by a group of longstanding casual staff to ensure that cover is provided by staff who know the home and the young people well. The home has greatly reduced any use of agency that was necessary during the pandemic. All staff have undertaken safeguarding training as well as training in managing behaviours that challenge in a positive manner. The home has developed the audit processes for health and safety as well as medication checks, which further safeguards individuals who use the service.

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

The home has developed their personal plans to ensure that each child has outcomes recorded that are specific to them and that the progress of these is documented clearly.  
 The team hold regular meetings that are well attended, whereby the needs of individual young people are discussed and plans agreed.  
 Individual multi disciplinary team and focus groups are held if a personal outcome is more complex.  
 The property is well set out and maintained, giving young people a safe, spacious and familiar surroundings and young people are encouraged and supported to follow a wide range of activities.

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)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adverse Childhood Experiences Introduction to Liberty Protection Safeguards Autism Awareness Epilepsy Venal Nerve Stimulation implants IDDSI - dietary requirements and safety Data Protection Whistleblowing Domestic Abuse and Violence Communication First Aid Equality and Human Rights Welsh Language Awareness Behavioural Standards in the workplace Fire Safety Health support training specific to individual children
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1

Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to Liberty Protection Safeguards Autism Awareness Epilepsy Venal Nerve Stimulation implants IDDSI - dietary requirements and safety Data Protection Whistleblowing Domestic Abuse and Violence Communication First Aid Equality and Human Rights Welsh Language Awareness Behavioural Standards in the workplace Fire Safety Health support training specific to individual children
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Introduction to Liberty Protection Safeguards  Autism Awareness  Epilepsy  Venal Nerve Stimulation implants  IDDSI - dietary requirements and safety  Data Protection  Whistleblowing  Domestic Abuse and Violence  Communication  First Aid  Equality and Human Rights  Welsh Language Awareness  Behavioural Standards in the workplace  Fire Safety  Health support training specific to individual children</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	



Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The number of staff on shift varies depending upon the number of children staying and their individual needs. Staff work a mix of morning and afternoon shifts to enable additional tasks to be completed as well as the direct care of the children.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	9
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	6
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)	9

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 staff work a mixture of morning and afternoon shifts between the hours of 7am and 10pm Night staff work wakeful nights alongside sleep in st aff.
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	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Llys Y Bryn
Telephone Number	01554 758132
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?	139
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	718.56
The maximum weekly fee payable during the last financial year?	935.60

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Newsletters Care and support plans service user guide information packs in bedrooms Quality assurance questionnaires residents meetings social work reviews RI visits/reports one to one discussions

Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	27
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	All external areas of the Home are designed for wheelchair access. There are two main gardens, both are landscaped with lawns, raised plant beds and seating areas. The front garden also has an attractive water feature. Car Parking facilities are available at the front and rear of the Home providing spaces for Staff, Visitors and Emergency Vehicles.
Provide details of any other facilities to which the residents have access	Coffee Shop Y Siop Fach small convenience shop Reablement Kitchen Reminiscence Lounge

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>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>71% of people who live at Llys y Bryn stated they felt their rights and choices were respected, 78 % knew who to contact if they needed to discuss anything about their care. 67% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Llys y Bryn was rated by the residents as Good.</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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcome are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> <li>100% of the people were happy with the meals.</li> <li>88% described the facilities at the home Excellent/Good</li> <li>86% of the people described the Activities and entertainment as Good/Excellent.</li> <li>100% of the people said the cleanliness and comfort of the home was Good/Excellent.</li> </ul> <p>The Responsible Individuals undertakes regular visits and speaks to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14
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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
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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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
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.	Dementia care coach AWIF for managers Mental capacity Assessing capacity Mental Capacity Best Interest Decision Making
<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	1
Equality, Diversity & Human Rights	0
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.	Dementia Care Coach System training Fire Safety Digital Skills

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

#### Filled and vacant posts

No. of staff in post	8
No. of posts vacant	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	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Interpreter Dementia care coach Dementia Virtual tour Digital Skills Emergency First Aid at Work Nutrition and Hydration Pressure Care Customer Care Personal Resilience Communication and Record Keeping NVQ Level 4 Digital System Training

#### Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
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	8
No. of staff working towards the required/recommended qualification	0

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	18
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	13
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	7
Safeguarding	5
Medicine management	4
Dementia	4
Positive Behaviour Management	6
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Digital system training Nutrition and hydration Pressure Care Reablement Awareness Customer Care QCF Level 3/ 2 NVQ Level 4 Parkinsons Awareness Diabetes monitoring and awareness
<p>Contractual Arrangements</p>	
No. of permanent staff	18
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)	17
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift times are between 7am and 9pm, working two days with 4 days off. Night shift times are between 9pm and 7am. The average staff on each shift is 9 during the day and 5 during the night.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	25
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	4
Health & Safety	23
Equality, Diversity & Human Rights	4
Infection, prevention & control	18
Manual Handling	13
Safeguarding	5
Medicine management	3
Dementia	8
Positive Behaviour Management	7
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Digital System training Emergency first aid Dementia interpreter Virtual Dementia Tour Dementia Care Coach Nutrition and Hydration Communication and record keeping Pressure care Customer Care
<p>Contractual Arrangements</p>	
No. of permanent staff	25
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	5
<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)	19
No. of part-time staff (16 hours or under per week)	6
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift times are between 7am and 9pm, working two days with 4 days off. Night shift times are between 9pm and 7am. The average staff on each shift is 9 during the day and 5 during the night.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	7
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Customer Care Training
<p>Contractual Arrangements</p>	

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	0
No. of part-time staff (16 hours or under per week)	9
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
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	2
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergens Customer Care Nutrition and Hydration
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	2
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)	7
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	1
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.	<p>Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment</p> <p>Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents</p>
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ladder Safety Awareness
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Maesllewellyn
Telephone Number	01239711990
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?	78
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	718.56
The maximum weekly fee payable during the last financial year?	935.60

##### 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?	Responsible Individual visit Resident quality assurance questionnaire one to one discussions with residents Social work reviews Care plan Reviews Information packs

#### Service Environment

How many bedrooms at the service are single rooms?	40
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	40
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Large grounds at the home with outdoor seating areas , secure dementia friendly garden
Provide details of any other facilities to which the residents have access	Garden room available for residents and families use with a piano , main foyer seating area with organ, and first floor quiet area at end of corridors

#### 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 <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>87% of people who live at Maesllewelyn stated they felt their rights and choices were respected, 81 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Maesllewelyn was rated by the residents as Excellent.</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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</p>

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

People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcomes are met wherever possible.

The latest Quality Assurance survey showed the following results: -

- 100% of the people were happy with the meals.
- 95% described the facilities at the home Excellent/Good
- 100% of the people described the Activities and entertainment as Good/Excellent.
- 100% of the people said the cleanliness and comfort of the home was Good/Excellent.

The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	32
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	1	

Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Digital skills and system training , Dementia Bus , IL M 5 Degree
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1



Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia well being care coach Dementia bus Working towards Welsh language course Digital skills and system training RISCA
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Digital skills and system training Dementia care coach
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	6
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6

Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	digital skills and system training
<b>Contractual Arrangements</b>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Staff work on an Ad hoc basis to cover Senior within the home
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	32
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	32
Equality, Diversity & Human Rights	0
Infection, prevention & control	32

Manual Handling	3
Safeguarding	32
Medicine management	10
Dementia	32
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral hygiene Digital skills and system Training Manual handling competency
<b>Contractual Arrangements</b>	
No. of permanent staff	28
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	4
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	28
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am-2.30pm 6 x care staff plus one senior care 2.30pm-9/10pm 5 x care staff plus one senior care 10pm-8am 2 care staff plus one senior care
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	0
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	3

Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	0
Safeguarding	7

Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen Digital skills and system training QCF level 2 catering
<b>Contractual Arrangements</b>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	2
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment  Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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	00
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1

#### Service Profile

##### Service Details

Name of Service	Tir Einon
Telephone Number	01554 742555
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?	51
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	3329.07
The maximum weekly fee payable during the last financial year?	3363.29

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?	Questionnaires are due to be sent out. Parent/carer meetings held with RI and Senior Manager approximately bi-monthly online for people who access disability services in Carmarthenshire. Quarterly contact with all parents/carers to arrange respite bookings. Regular phonecalls from the service to parents/carers in relation to how the visit has gone. Service user plans reviewed with family members on at least a quarterly basis or when changes are required. Discussions held with service users at RI visits.

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?	8
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Large garden with pond, raised beds, sheltered area, games available and plenty of seating. The garden is accessed via patio doors off each lounge and is visible from inside the lounge. A separate garden is available for people who require space to themselves. This also has a sheltered area and is enclosed.
Provide details of any other facilities to which the residents have access	Specialist equipment is available to be able to provide an immersive sensory environment to meet the needs of people who have sensory requirements. An accessible minibus is available to ensure that people are able to access community facilities during their stay.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Signalong, Total Communication, Intensive Interaction, Objects of reference, Individual (personalised) signs.

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>All people have a service delivery plan that is developed with the person and other people involved in their support. This is reviewed at least quarterly. During the review we aim to understand what is important to them during their stay at Tir Einon and how we can make any improvements to their stay.</p> <p>Questionnaires sent to all stakeholders regularly. Coffee mornings with the RI and Senior Managers held approximately bi-monthly.</p> <p>Some feedback this year is that people want to get back to the level of service they had prior to the Covid 19 Pandemic.</p> <p>Staff are trained in Total Communication, Positive Behaviour Support and Intensive Interaction as everyone who receives a service at Tir Einon has different communication needs. This information is available in their Service Delivery Plan in detail to ensure that all staff are updated.</p> <p>Menus are available in picture format and the cooks have information about peoples likes and dislikes so that this can be adjusted for during their stay.</p> <p>The Positive Behaviour Support Team work with the staff in Tir Einon and ensure that information is captured in peoples Service Delivery Plans. They liaise with all services that the individuals attend as well as liaising with parents/carers and other professionals involved.</p> <p>The activities that people like and dislike are captured in peoples Service Delivery plans and people are supported to access these (both within the service and the local community). The staff team have looked at their skills and interests and these are matched with the service users to ensure that they receive the best possible service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>A comprehensive assessment of an individuals needs is undertaken prior to admission. This includes detailed information about the individuals health needs. Where other professionals are involved information will also be gathered from them and this may include bespoke training to meet an individuals needs, eg, PEG feeding, Moving and Handling, Suction, Feeding and Swallowing assessments etc. This is under continual review and appropriate professional advice is sought when needed.</p> <p>A comprehensive record of health professionals visits, emails and phonecalls is kept in each persons file. Any issues or concerns are discussed at the staff handover for the individuals currently staying in Tir Einon.</p> <p>Due to the nature of the service staff may need to accompany individuals to medical appointments and relay any information to parents/carers and relevant professionals.</p> <p>Hospital passports or hospital information forms are available in individuals files should they need to attend hospital.</p> <p>Staff have good relationships with local GP surgery and if anyone is admitted as an emergency they will be registered with the local surgery.</p> <p>Staff receive training in relation to Moving and Handling, Epilepsy, Administration of medication, Gold and Silver level for PEG feeding. Bespoke training is provided for individuals who have additional specialist needs, eg, Suction.</p> <p>Some people have been attending the service for a number of years and staff have got to know people very well. They are able to identify non-verbal cues in relation to peoples health needs and will contact relevant professionals if they feel that something is wrong.</p> <p>The staff team have supported new providers to understand in individuals needs and have been able to provide a vast amount of information to ensure the success of a new permanent placement.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff are trained in Safeguarding and will follow up any concerns raised. Any issues raised are reported using the appropriate electronic system.</p> <p>Medication audits, kitchen audits, infection control audits and fire audits are undertaken by Senior Staff on a regular basis. Problems identified are resolved by appropriate actions which may include contacting the building repair system or by taking other relevant action.</p> <p>Staff are aware of the current policy in relation to reducing restrictive practices and there is further work being undertaken through the de-brief system that is in place following staff handover.</p> <p>There is evidence of wear and tear on the fabric of the building but this is being addressed as part of a wider organisational policy to decarbonise buildings. However, within the service any necessary equipment is serviced regularly and actions taken to remedy any problems. Health and Safety representatives are aware of the current concerns and have confirmed that there are no health and safety risks at this point in time.</p> <p>Staff are now registered with Social Care Wales and are aware of their development requirements to ensure that they remain eligible to re-register. All staff are aware of the Code of Conduct and this has been discussed during de-briefs. Some staff have been very engaged with this and this has provoked much discussion.</p> <p>All staff are DBS checked prior to commencement and this is renewed every 3 unless they are on the update service.</p> <p>A weekly meeting is held with representation from the Social Care Teams and Health managers to discuss priorities in relation to respite for individuals and families who may be struggling to cope. This discussion has helped to facilitate emergency respite for people who have the greatest need as well as ensuring that people who have previously not used the service are introduced in a timely manner.</p> <p>Now that the service is no longer required to observe strict Covid 19 infection control procedures Tir Einon has reverted to its pre-pandemic 'open door' policy where parents/carers and professionals are welcomed at any time.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Tir Einon is a respite service for people who have complex needs and who may display behaviours that challenge. The whole building is level access and all rooms are fully accessible, as is the garden.</p> <p>As a respite service the main aim is to provide the opportunity for unpaid carers to have a break from their caring responsibilities. However, within this the service attempts to meet the needs and wishes of the individuals who attend by ensuring that staff have sufficient information and training to provide good quality care and support to all of the people who attend. This means that staff have to know a large number of people and may need to change their support and communication throughout their shift. Due to the demands of the unpaid carers it may not always be possible for people to attend the service with people who have similar interests but where possible this is done. Activities are planned to accommodate people's individual needs and the staffing levels are sometimes required to be adjusted to accommodate this.</p> <p>Although rooms are not individualised the service delivery plan outlines what the individual will need and some people have an environmental preparation checklist that is needed to be completed prior to their admission.</p> <p>Staff have identified that they want to make Tir Einon a great place to visit and a great place to work. They have developed a 3 year plan to improve and develop the service and some of this includes environmental changes and some things about the way that they support the individuals.</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)	0
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	5
Manual Handling	1
Safeguarding	3
Medicine management	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Fire Safety, PBS Data Protection, Violence Against Women, Behavioural Standards in the Workplace, Mental Health in the Workplace, Welsh Language.
Contractual Arrangements	

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
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.	7-3 2-10 . 9.30-7 Average number of staff working on each shift is 1 Senior worker .
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
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	18
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	2
Health & Safety	0
Equality, Diversity & Human Rights	10
Infection, prevention & control	17
Manual Handling	6
Safeguarding	12
Medicine management	14
Dementia	0
Positive Behaviour Management	11
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Buccal, Fire Safety, PBS, ~Data Protection, Violence Against Women, Behaviourial Standards in the Workplace, Mental Health in the Workplace, Welsh Language.
<b>Contractual Arrangements</b>	
No. of permanent staff	18
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7-3 2-10 9.30-7 Average shift is four support workers.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0

Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 2 Food Safety ,Level 2 Allergy awareness, Level 3 Food supervisor.
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Business Support Clerk
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0



Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	West Wales Shared Lives Scheme
Telephone Number	01267246890
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	None currently

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	83
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##### Complaints

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Easy read questionnaires are sent out to all Individuals annually and thematic consultation events are held regularly. On receipt of completed questionnaires, a report is compiled based on feedback received. If any negative feedback, or issues/concerns are raised by Individual/s, the Business Manager contacts the Individual/s directly to discuss their feedback in more detail. The issue/concern is looked into thoroughly and appropriate action undertaken. This may include supporting the Individual to make a formal complaint through the relevant Local Authority's Social Care and Health Complaints Department and/or completion of a Multi Agency Referral Form (MARF) to Adult Safeguarding. The Individual/s are then provided with comprehensive feedback including outcomes to be taken to improve the service they have received. Any suggestion to improve services are discussed further with the Individual/s and the staff team to explore the viability of incorporating the suggestion into practice.</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>No</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>Yes</p>
<p>British Sign Language (BSL)</p>	<p>No</p>
<p>Other</p>	<p>Yes</p>
<p>List 'Other' forms of non-verbal communication used</p>	<p>Objects of reference, photographs or pictures and or symbols.</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>Every Individual receiving support has a Personal Plan focusing on the outcomes that are important to the person and what needs to be in place for them to achieve these. We are currently reviewing this to improve and develop an easy read format, so individuals are supported to engage in a meaningful way. Staff are still finding the format not that easy to use, but there has been a great deal of improvement in the numbers of Personal Plans that are being reviewed on a quarterly basis. The Personal Plan is reviewed in line with regulation 14 and we strive to improve the quality and consistency of the completion of this paperwork, and the need to continue to comply with the requirement to review quarterly.</p> <p>In addition to the regular engagement with Individuals who use the service that takes place to plan and deliver their support, annual surveys are undertaken with Shared Lives Carers, Individuals that use the service and their families to measure the levels of satisfaction with the service, and to invite ideas and comments that may help the service to develop and improve its provision. Surveys are sent out electronically and in hard copy to carers, and other professional colleagues, and easy read surveys are undertaken with individuals that use the service and/or their representatives.</p> <p>Since March 2022, we have returned to undertaking Face to Face scheduled visits with SL Carers and Individuals and moved a way from contact made via TEAMS, or by telephone. This has had a beneficial effect on Individuals, who in the main, have been able to participate and engage more fully in Personal Plan and Arrangement Agreement reviews.</p> <p>Engagement on a more localised level have been organised through Local Champion Group Meetings which have taken place across Carmarthenshire, Ceredigion and Pembrokeshire. SL carers and Workers have met via TEAMS or Face to Face for 'Walk and Talk' meetings were a range of topics, such as SL Carer training and updated Policy and Procedures have been discussed. This has also included arranging and facilitating thematic consultation events with Individuals who access services with West Wales Shared Lives.</p> <p>Individuals supported in the service are actively involved in the recruitment of staff, running interview panels and reviewing job profiles.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Each person has a personal plan which identifies the support they require to maintain their health and wellbeing as independently as possible. Where other professionals are involved, information will be gathered from them and shared with carers, e.g., Moving and Handling etc. This is under continual review and appropriate professional advice is sought when needed.</p> <p>The competency and performance of staff and carers is key to delivering a high-quality service and outcomes for individuals. We consider the application, assessment, and approval process of SL carers an essential and important quality standards mechanism, that we use to ensure the fitness of SL carers to meet the needs of Individuals.</p> <p>The ongoing training and professional development of carers is integral to high quality provision, carers are encouraged to commit to training to ensure they can support individuals to achieve what is important to them and have the skills to do so. All new SL carers are expected to complete the AWIF training, Medication and bespoke training is provided for individuals who have additional specialist needs, e.g., Moving and Handling, Mental Health first aid etc. The annual carer reviews provide opportunity to discuss how the carer is meeting the wellbeing needs of the individuals and any future training needs in this area. A training matrix is held centrally to ensure training is being undertaken and identify any areas for development.</p> <p>We ensure that the SL Carer has the skills and abilities to meet the needs, requirements, and aspirations of the prospective individual using a comprehensive and transparent matching procedure. This is pivotal to a successful placement arrangement. Conversations with the Individual when completing their Personal Plan, together with their SSWBA, provides an all-round view of what matters to the person and the outcomes they want to achieve. The Scheme will then look at the available carers and allocate a potential good match. Introductions and visits with the potential carer and the Individual are key to a successful arrangement.</p> <p>We ensure that the information upon which any matching decision is made is current, complete, and relevant. Shared Lives will support the prospective Individual, the SL carer, and Case Manager to participate fully in any matching decision via introductory meetings and providing information in accessible formats.</p>

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

The Shared Lives Scheme follows the Wales Safeguarding procedures and Scheme staff have been provided with the shortcut for their desktops. Scheme Staff and carers complete the mandatory safeguarding training which is refreshed every two years.

At the point of application and annually thereafter a Health and Safety checklist is completed to ensure environment is safe, a pet questionnaire is completed if there are pets present. Problems identified are resolved by appropriate actions which may include the completion of specific risk assessments.

We undertake four monitoring and support visits and one unannounced visit which allows us to assess the environment, observe interactions between carers and those supported, provide an opportunity for us to make sure everyone is happy and give an opportunity for everyone to raise any concerns they may have.

We review the individuals personal plan with them every three months where we can make sure they are happy and give them an opportunity to raise any concerns.

The Shared Lives Scheme is compliant with Social Care Wales and the National DBS policy with all staff working in the Scheme and carers working with the Scheme having a valid DBS. Compliance for staff is monitored via Human resources. Carer's compliance is monitored by the allocated worker via the monitoring and support paperwork and annual carer review. All carers are expected to sign up to the DBS update service and this is checked by the allocated worker. Prior to the update service coming into being this was managed by a comprehensive spreadsheet.

Under Regulation 41 of Parts 2 to 16 of the Adult Placement Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 the Scheme will notify the Regulator of any events listed in Schedule 3. Any notifications are reviewed by the RI to identify any themes and that appropriate actions have been taken.

Individuals are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the Individual is safe, and their wellbeing is at the fore. Scheme staff have good relationships and professional networks and can mobilise a multi-agency response to ensure the safety of the people that use the service.

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)	16
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	Asset Based Training Introduction to Project Management
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
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

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

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

Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	Shared Lives Plus Induction 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)	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?	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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Asset Based Training Conversations for Growth Professional Curiosity Introduction to Project Management Candid Conversations DBS Training- Barring DBS Training-Eligibility Leading People Through Change Emotional Intelligence Personal Plan Training Brain Development and Substance Misuse

#### 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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0

#### Senior social care workers providing direct care

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

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

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Shared Lives Support Officer- To contribute to the ongoing approval of Shared Lives Carers and their subsequent review, support, and monitoring. Business Support Officer-To ensure the WWSL team are provided with the business support that they require in order that services can be delivered in accordance with strategic aims. Administrative Assistant-To undertake a range of administrative and clerical duties within the Shared Lives service,
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	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Email Etiquette DBS Training- Eligibility DBS Training - Barring ILM Certificate in Team Leading Level 2 Behavioural Standards in the Workplace Whistleblowing Mental Health in the Workplace Data Protection VAWDASV Welsh Language Awareness Easy Read Training Housing Support Grant Training Psychosis and Personality Disorder Depression and Substance Misuse Carer Aware End Of Life Care
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
Staff Qualifications	
No. of staff who have the required qualification	3



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

##### Service Details

Name of Service	Y Bwthyn
Telephone Number	01554758911
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	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	58
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	718.56
The maximum weekly fee payable during the last financial year?	935.60

##### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions information pack

##### Service Environment

How many bedrooms at the service are single rooms?	32
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?	4
How many communal lounges at the service?	8
How many dining rooms at the service?	4

<p>Provide details of any outside space to which the residents have access</p>	<p>There is a large enclosed landscaped garden to the rear of the Home with raised beds displaying seasonal and hardy flowers, shrubs, herbs, and vegetables at various times of the year. There are many seated areas in sunny and shaded spots with a gazebo, garden furniture and solar water feature available for Residents and Visitors to enjoy in fine weather. All of the pathways have level access and are suitable for wheelchair use. The remaining surrounding area is made of grassed banks lined with trees and shrubs. Residents are encouraged to get involved with the gardening and helping to fill the numerous pots and hanging baskets. Car Parking facilities are available at the front of the Home providing spaces for Staff, Visitors and Emergency Vehicles.</p>
<p>Provide details of any other facilities to which the residents have access</p>	<p>Cottage Garden Tea Room, this facility opens out onto the enclosed garden and is used as a Visitors Room for family time with friends and relatives.</p> <p>On the first floor there is a Television and Multi-Purpose Room used for Arts &amp; Crafts, Library etc. There is also a designated Smoking Room for Residents use.</p> <p>In the attached Day Centre there is a large lounge that is also utilised by the Care Home for bigger entertainment and concert events.</p> <p>An Orangery has recently been added to the front of the building and is being used as a visitors room or as a quiet room.</p> <p>The furniture layout in all of these areas are designed to support engagement and interaction between Residents.</p>

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>No</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>No</p>
<p>Other</p>	<p>No</p>

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>100% of people who live at Y Bwthyn stated they felt their rights and choices were respected, 100 % knew who to contact if they needed to discuss anything about their care. 100% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Y Bwthyn was rated by the residents as Excellent.</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.	Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service. The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.
The extent to which people feel safe and protected from abuse and neglect.	People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcomes are met wherever possible. The latest Quality Assurance survey showed the following results: - 100% of the people were happy with the meals. 100% described the facilities at the home Excellent/Good 100% of the people described the Activities and entertainment as Good/Excellent. 100% of the people said the cleanliness and comfort of the home was Good/Excellent. The Responsible Individuals undertake regular visits and speak to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.

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)	33
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leading People Through Change Planning a Positive Retirement Dementia Interpreter Digital skills Customer care RISCA

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	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	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	1
Medicine management	2
Dementia	1
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	AN INTRODUCTION TO MICROSOFT TEAMS MOOC Infection control 10 weeks course diabetes training fire safety Customer care Dementia Care Coach Digital Skills
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
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 to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	14
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	14
Manual Handling	6
Safeguarding	14
Medicine management	5
Dementia	1
Positive Behaviour Management	10
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	diabetes training fire safety Customer care Dementia Care Coach Digital Skills
<p>Contractual Arrangements</p>	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8am - 2.30pm 7 staff 2.30pm - 9pm 7 staff 9pm - 8am 4 staff

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	9
Safeguarding	15
Medicine management	6
Dementia	3
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	diabetes training fire safety Customer care Dementia Care Coach Digital Skills
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	15
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>8am -2.30pm 7 Staff 2.30pm- 9pm 7 Staff 9pm - 8am 4 Staff</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>14</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>1</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>4</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>4</p>
<p>Health &amp; Safety</p>	<p>3</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>0</p>
<p>Infection, prevention &amp; control</p>	<p>4</p>
<p>Manual Handling</p>	<p>0</p>
<p>Safeguarding</p>	<p>0</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>0</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>customer care digital skills QCF 2</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>4</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<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)	0
No. of part-time staff (16 hours or under per week)	4
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	2
<b>Catering staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	6
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	5
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF fire safety Customer care Digital Skills
<b>Contractual Arrangements</b>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Technician - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment  Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families or our residents
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

### Service Profile

#### Service Details

Name of Service	Y Plas Residential Care Home
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Telephone Number	01554751359
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What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
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Other languages used in the provision of the service	
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### Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	47
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	718.56
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The maximum weekly fee payable during the last financial year?	935.60
--	--------

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Newsletters            Care and support plans            service user guide            information packs in bedrooms            Quality assurance questionnaires            residents meetings            social work reviews            RI visits/reports            one to one discussions</p>
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#### Service Environment

How many bedrooms at the service are single rooms?	30
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How many bedrooms at the service are shared rooms?	0
--	---

How many of the bedrooms have en-suite facilities?	0
--	---

How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	<p>The Home is accessed via the main driveway which leads to a large carpark at the front entrance. This is surrounded by mature trees and planted borders.</p> <p>Directly outside the entrance there is an attractive seated patio area with potted plants and flower baskets.</p> <p>In the summer months this area is extended to facilitate garden furniture and Gazebo providing many Residents with an enjoyable outdoor facility.</p> <p>All areas at the front of the Home have even surfaced pathways and are easily accessible on foot or by wheelchair users.</p> <p>At the rear of the Home accessed from the lower floor there is a level accessible paved seating area, this is also surrounded by trees on a grassed embankment. This area has a small beach themed feature enjoyed by the Residents.</p> <p>Carparking facilities are available at the front of the Home providing spaces for Staff, visitors, and Emergency Vehicles.</p>
Provide details of any other facilities to which the residents have access	<p>The Main Foyer is a central hub where Residents can sit and observe the comings and goings of the day.</p> <p>There are two main communal lounges one situated on each floor, the one on the lower floor also facilitates a dining area. There is also a separate designated visitors room.</p> <p>Other facilities include a Cinema Room, Hairdressers Salon, Craft Room, and a Vintage Tea Room with several small lounges located throughout the home.</p> <p>The furniture layout in these areas are designed to support engagement and interaction between Residents, with the themed areas also promoting interests and hobbies.</p> <p>Within the lounge areas there is a library corner, music and memorabilia area and television facilities.</p>

#### 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>People who use the service say that carers treated them with understanding, dignity and respect and that they can express their views and choices over how their care is delivered. Service delivery plans are coproduced to reflect what matters most to the person receiving care and support, and focus on the persons strengths, their daily routine, and aspirations. People are provided a key worker.</p> <p>100% of people who live at Y Plas stated they felt their rights and choices were respected, 89 % knew who to contact if they needed to discuss anything about their care. 83% of the people who completed the survey stated they had the opportunity to speak Welsh to staff if that was their preferred language of choice.</p> <p>The overall quality of the service at Y Plas was rated by the residents as Excellent.</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>Carmarthenshire County Councils in house service works in an integrated way with other Health and Social Care professionals and are responsive to the changing needs of people who use the service.</p> <p>The Care Home ensures that monitoring processes are in place to ensure any changes to health and/or wellbeing of the person is highlighted and acted on at the earliest opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are supported to remain safe and well in their own homes and staff are knowledgeable and understand their duty not only to report, but also to put measures in place to ensure that the people who use the service are safe and their wellbeing is at the fore. Safeguarding is a golden thread that underpins our practice and approach to service delivery, and staff have good relationships and professional networks that enable them to mobilise a multi-agency response to ensure the safety of the people that use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People are assessed prior to admission and their wellbeing and needs are taken into consideration. Bespoke Care and support plans are completed at the home using a holistic approach. The person is asked "what matters to them". The Care Home involves the people to ensure their personal outcome are met wherever possible.</p> <p>The latest Quality Assurance survey showed the following results: -</p> <ul style="list-style-type: none"> <li>100% of the people were happy with the meals.</li> <li>100% described the facilities at the home Excellent/Good</li> <li>100% of the people described the Activities and entertainment as Good/Excellent.</li> <li>100% of the people said the cleanliness and comfort of the home was Good/Excellent.</li> </ul> <p>The Responsible Individuals undertakes regular visits and speaks to the people, this provides opportunities for the people to discuss if they are happy and what areas can be improved upon.</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)	6
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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
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia care course, Gwem am byth, Digital skills , Parkisons training
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia care course, Oral hygiene, Customer care
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
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 social care worker	5
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	oral hygiene, Mooc/ infection prevention.
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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	07:00 -13:00 x 6 15:00- 21:00 x 4 21:00-07:00 x 3



<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	18
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reason to smile
<b>Contractual Arrangements</b>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	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)	0
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	1
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.	07:00-14:30 x 6 14:30-21:00 x4 21:00 -07:00 x 3
<b>Staff Qualifications</b>	
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	6
<b>Domestic staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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	1
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)	2
No. of part-time staff (16 hours or under per week)	0

<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 3 award in food safety
<b>Contractual Arrangements</b>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	4
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	6

No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance technician, to co-ordinate/carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.  Administrative assistant - to carry out office duties to include the payroll, residents safekeeping accounts, banking and keeping regular contact with visitors and families of our residents.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

