

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:	CARNINGLI TRUST (THE)
The provider was registered on:	06/07/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Panteg	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/07/2018
Responsible Individual(s)	Kerry May
Manager(s)	Carol Satyanand, Michele Jones
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Heddfan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/07/2018
Responsible Individual(s)	Kerry May
Manager(s)	Deborah Dougall, Michele Jones
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Mnstrels	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/07/2018
Responsible Individual(s)	Kerry May
Manager(s)	Carol Satyanand
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Clayford	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/07/2018
Responsible Individual(s)	Kerry May
Manager(s)	Deborah Dougall
Maximum number of places	5
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 Carningli Trust has a proactive approach to providing training, and expects staff to take ownership for their own personal development in relation to their work and to keep abreast of developments within their own area of expertise. All staff are supported to undertake development activities throughout their employment via an annual training plan in key areas of;

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- 1. Induction and Probation
- 2. Core Mandatory Training
- 3. Service Specific Training
- 4. Continual Professional Development

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

The Carningli Trust aims to develop a recognition and reward based plan for its employees, which we feel has contributed to our successful retention and recruitment of staff. These are;-

- Being a Real Living Wage employer.
- A bonus for the completion of a successful probation,
- Incremental rises throughout employment for access to company sick pay
- To acknowledge staff commitment and dedication an award of an annual bonus payment

Service Profile

Service Details

Name of Service	Clayford
Telephone Number	01437751273
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1713.00
The maximum weekly fee payable during the last financial year?	1743.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>For the people in our homes, they are active where possible in the daily planning and delivery of their care and support. They remained empowered by their staff teams to make decisions daily and also develop skills to plan for future requests. Home Meetings are also supported to encourage voice, participation and feedback. Along with our Easy Read "Guide to your Support" each person can understand their right to their involvement in all that we do.</p> <p>Consultation with other individuals who were identified as playing a participative and supportive role in our operations also received an annual questionnaire that requested feedback on key areas of the support we provide e.g. wellbeing, safety and involvement. Its also included feedback on the Carningli Trusts management of the home re; communication, raising compliments/ complaints and who to contact.</p>

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The exterior of the property sits quietly in its rural location surrounded by our 6 acres of land and beautiful views. Its location means that it has little disturbance from traffic and no passing vehicles etc. Making a safe environment for people to explore and enjoy the outdoor spaces. The unlimited access we have to outdoor spaces become a hive of activity in the spring and summer months through gardening, games, walks into the local countryside and just simply enjoying our views which includes watching the horses that graze in our fields.
Provide details of any other facilities to which the residents have access	There is accessibility to a number of outside areas. A Cabin which can be used for private meetings, crafts, music or just a quiet personal space, and patios around the property with access to grassed areas. There is also an outbuilding/ garage which is used as practical space for the home's laundry facilities

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>For the period of this annual report we have been able to evidence outcomes of increasing voice and choice of the individuals at the home after a prolonged period of restriction imposed during the Pandemic. I feel the home has been successful in the reintroduction and development of new activities that have focused on individual choice. It has been vital to acknowledge that our experience has not been to "pick up where we left off", but to assess, discuss and look to see how individuals adapted during through some difficult phases of restrictions during the pandemic. The resilience they developed into dealing with new situations and experiences has given a greater understanding to our staff teams of individuals ability to cope with exposure to new situations and support them safely through them.</p> <p>The coping mechanisms that were instilled during this time are now at the forefront of any decision making as these new found skills to adapt can be used to support new experiences, giving more choice and autonomy in their daily lives.</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>Our first priority must continue to work preventatively and at the earliest stages of detection, so that we can avoid where possible the intrusion of more formal medical procedures which are known to be an extreme cause of anxiety to some individuals. Reviewing our suite of documentation regarding documenting involvement of relevant healthcare professionals and daily monitoring of healthcare needs must be checked for quality and its inclusion into day-to-day support. This can be achieved through our ongoing quality review checks completed through our audit processes by the Operations Manager.</p> <p>We are progressively dealing with an older population within our homes and as well as adapting our physical environments to suit change of needs, we also need to ensure that we adapt our training to accommodate more health care issues arising from onset of age-related conditions. A review of the individual training needs must be completed on an annual basis by the Registered Manager, or on the identification of any change in health/ support need so that we can train and maintain staff knowledge on how to manage these successfully. The Registered Managers, Operations Manager and RI will work together to ensure information, resources and equipment are all available to support these changes.</p> <p>To ensure that the involvement of family/ NOK in any situation in relation to healthcare needs understand the complexities of our ageing population in our homes. It is essential that the Trust discuss the impact of age-related conditions, consent to treatment and family views on formalising any POA's for health & wellbeing are captured in review or any formal/ informal discussion where it is relevant to do so.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Caringli Trust approach to keeping people safe will always be at the fore front of everything we do. This will expand to providing safe policies and Procedures to our employees and instilling the importance of their vigilance, monitoring and security in reporting any concern knowing that it will always be listened and responded to.</p> <p>We will also continue to be unapologetic about gaining ongoing advice from professionals in regard to keeping people safe from abuse, as we are more knowledgeable when we share our experiences. Ultimately, the success of this will always be felt by the people we support, by our practice being enhanced by this knowledge.</p> <p>The individuals at the home are encouraged keenly by the staff teams to take managed risks in order to have new experiences that will continue to add value to their lives. Those working closely with the home (families and professionals) have recognised the developments made and the positive risk taking that has been deliverable through the stable, consistent and knowledgeable team that has continued to support them throughout this period.</p> <p>The home has followed all Statutory and Regulatory Guidance and to date has not received any actions or enforcements from any regulatory body (CIW, LHB, LA's) during the period of this annual report.</p> <p>Ultimately, the success of this will always be felt by the people we support, by our practice being enhanced by this knowledge.</p> <p>The home has followed all Statutory and Regulatory Guidance and to date has not received any actions or enforcements from any regulatory body (CIW, LHB, LA's) during the period of this annual report.</p>

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

The homes environment remains suitable to the individuals we support both on a permanent basic and for those receiving respite facilities. The trust ensures both compatibility on a level of acceptance into the home for any new respite user and when employing new staff members, by the people we support. We are also clear in our assessments that the environment can support their safety, mobility, and freedom to access all areas of the home available to them without any restriction, and that we will continue to adapt our environments with continued consultation to ensure that were possible it is a "home for life" that can meet their ongoing needs.

Accommodation needs which involve the use of local community resources to be readily available to meet individual choices will always be contingent on the local community having sustainable and affordable businesses / services that the people who live in our homes can continue to enjoy. With the addition of commissioning contracts supporting person centred support, and not being driven on output by task, then we can sustain our commitment to support High Quality Care and supporting people to love full and valued lives.

The individuals at the home face no restrictions and have not encountered any obstacles which have prevented their home being ineffective or inefficient to support their needs. The continued levels of supervision and support delivered in a way that meets individual needs and provides a constant level of guidance and feedback, means that individuals are engaged fully in their day to day lives.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	9.10
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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

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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The Registered Manager role has additional training needs in the following areas to support the key functions of :-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others. <input type="checkbox"/> Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements. <input type="checkbox"/> Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation. <p>The Registered Manager Role is also required to Enhance their Skills, Knowledge and Experience through the use of Seminars, face to face, online training/webinars as well as attending local/national forums. These enhanced skills will assist in the both personal and professional progression. Examples of subject areas where enhanced knowledge is essential are :-</p> <ul style="list-style-type: none"> Safeguarding Adults Deprivation of Liberties (Liberty Protection Safeguards) Regulation and Inspections Social Care Act Social Services and Wellbeing Act
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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.

The Deputy Manager role has additional training needs in the following areas to support the key functions of :-
 Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others.
 Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements.
 Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
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	2
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The Caringli Trust offers a Person Centred approach to its training and will cover additional training needs identified by each Home Manager. In doing so each home will have a staff team that is trained to understand the unique and individual needs of each Person we Support. Some of the additional training identified will cover :- Epilepsy - Rescue Medication Diabetes Awareness Autism Awareness Fragile X</p> <p>Other courses that form part of our mandatory program of training for all staff are:- COSHH Fire Awareness First Aid Awareness Risk Assessment Mental Capacity Deprivation of Liberties Safeguarding Whistleblowing Communicating Effectively Person Centred Approaches</p> <p>Continual Professional Development (CPD) – Continuing professional development (CPD) is supported and encouraged for all staff within the Caringli Trust. Each individual is encouraged to develop his or her potential, both personally and professionally throughout their time with the Trust, which in turn helps the Trust to meet the objectives. Examples of CPD are :- Institute for Leadership & Management (Level 2&3) Health & Social Care Levels 3&4 Moving & Handling Trainer</p>
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Contractual Arrangements	
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No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
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<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>The shift pattern of our homes support a detailed program that is consistent with the support and leisure needs of the people we support. We also must ensure that we operate at safe levels of support 24hrs a day to cover all personal care needs, completing daily tasks, skill acquisition and enjoying a varied program of activities both within the home and in our communities.</p> <p>The daily shift cover commences at 8am and continues to 10pm daily. This core support (1 staff member) can be covered in either one long day shift or split into 2 separate shifts during these times.</p> <p>All additional daily bespoke hours will be in place during the same time period and will be focused on the individual hours for each person. We may therefore have up to an average of 3 staff working together to cover excursions, family visits, appointments, shopping etc. The hours of each shift may vary throughout the day designed to meet the individual's needs all between the hours of 8am and 10pm.</p> <p>During the night time hours of 10pm to 8am we have 1 x Waking Night Staff, who provides cover across all individuals during this time. They also have access to an "On Call" staff member who can provide any additional support overnight for emergency purposes.</p> <p>A further Senior on call system involving the Registered/Deputy Manager, Operations Manager and responsible Individual is also available to staff at our homes.</p> <p>A standard pattern of shifts for our staff will be dependent on the range of contracted hours in place. Full time workers will be required to be flexible across all shift patterns for Day, Evening, Weekend and Waking Nights. We support any requests for flexible working but only where it is complementary to and not contradictory to the delivery of support required at the home. For full time workers there may be a requirement to work 5 days per week, but this may be reduced if there is a need for longer shifts to be scheduled.</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	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	Heddfan
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Telephone Number	01834831411
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	There are currently no other language requirements at this home.

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?	921.46
The maximum weekly fee payable during the last financial year?	3235.43

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>For the people in our homes, they are active where possible in the daily planning and delivery of their care and support. They remained empowered by their staff teams to make decisions daily and also develop skills to plan for future requests. Home Meetings are also supported to encourage voice, participation and feedback. Along with our Easy Read "Guide to your Support" each person can understand their right to their involvement in all that we do.</p> <p>Consultation with other individuals who were identified as playing a participative and supportive role in our operations also received an annual questionnaire that requested feedback on key areas of the support we provide e.g. wellbeing, safety and involvement. Its also included feedback on the Carningli Trusts management of the home re; communication, raising compliments/ complaints and how to contact.</p>

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?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The exterior of the property sits quietly in its rural location surrounded by land and beautiful views. Its location means that it has little disturbance from traffic and no passing vehicles etc. There is accessibility to a number of outside areas/ patios around the property, which also include access to grassed areas. It offers unrestricted spaces for all to enjoy the outdoors in peaceful surroundings.</p>

Provide details of any other facilities to which the residents have access	<p>There are also a large outbuildings/ garage which can be use but for use as practical space for activities such as woodworking projects.</p> <p>The homes grounds also has a bespoke large outdoor fully serviced cabin (heating /light) for the facilitation of meeting, activities and a welcoming space for some to enjoy peaceful and relaxing time in our tranquil surroundings.</p> <p>During the spring/summer months the home actively engages in the growing of it own vegetables via its Poly tunnel located within our own grounds.</p>
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>In Summary for the period of this annual report we have been able to evidence outcomes of increasing voice and choice of the individuals at the home after a prolonged period of restriction imposed during the Pandemic.</p> <p>For key individuals we support at this home their empowerment has been the success of them living, making choices and growing. An individual being able to express total individuality in their identity is as a result of them not feeling judged, total acceptance in all who provide their support. They too have the ability to make an informed choice about living at the home and do not require any additional support via DoL's to do this.</p> <p>The home has over the period of the pandemic realised that there is a stronger resilience in the people we support, more than they would have anticipated. Watching individuals dealing with new situations and experiences has given a greater understanding to our staff teams of each individuals ability to cope with exposure to new situations and support them safely through them.</p> <p>In supporting "Voice & Choice", the home will be undoubtedly continue to be successful in delivering individual needs, wishes and aspirations. The support, encouragement and feedback from the families/ representatives we hope will continue. Balance their views, ideas, suggestions and any concerns with that of the individuals choice will be the key factor in growth of new skills, expanding staff skills and a balanced health lifestyle.</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>Our first priority must continue to work preventatively and at the earliest stages of detection, so that we can avoid where possible the intrusion of more formal medical procedures which are known to be an extreme cause of anxiety to some individuals. Reviewing our suite of documentation regarding documenting involvement of relevant healthcare professionals and daily monitoring of healthcare needs must be checked for quality and its inclusion into day-to-day support. This can be achieved through our ongoing quality review checks completed through our audit process by the Operations Manager.</p> <p>We are progressively dealing with an older population within our homes and as well as adapting our physical environments to suit change of needs, we also need to ensure that we adapt our training to accommodate more health care issues arising from onset of age-related conditions. A review of the individual training needs must be completed on an annual basis by the Registered Manager, or on the identification of any change in health/ support need so that we can train and maintain staff knowledge on how to manage these successfully. The Registered Managers, Operations Manager and RI will work together to ensure information, resources and equipment are all available to support these changes.</p> <p>The home has been successful in keeping the levels of activity high through this period, they have done this by creating and using every resource available at the home and its outbuilding during period of restrictions. Each individual was also supported to feel valued in their roles within the home, with the "role" tailored to meet individual needs and choice. The engagement has been the driving factor in the maintenance of health and wellbeing of the individual we support and we feel strongly that it can be attributed to the staff team remaining engaged and productive.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Carningli Trust approach to keeping people safe will always be at the fore front of everything we do. This will expand to providing safe policies and Procedures to our employees and instilling the importance of their vigilance, monitoring and security in reporting any concern knowing that it will always be listened and responded to.</p> <p>We also saw how easily the homes status quo can be impacted beyond our control as the onset of covid made everyone feel unsafe. It overnight gave the Trust opportunity to test its structures, systems and resilience. Similarly, it gave our homes a new found set of resilience skills to depend less on others whilst they remained in their "Bubbles" and create new ways to support skills, creativity and safety as a group of staff and individuals together. The lengthy period we all spent protecting each individual's health & wellbeing, meant that protective layers were built up. The home carefully risk assessed removing the layers one at a time and considered the timings being a different rates for different individuals.</p> <p>In the future there is still likelihood of this re-occurring, and it's vital that we learn how to nurture reactions to feeling unsafe and turning them into creative and holistic ways to bringing the best of everyone's skills together, in a way that creates a feeling of protection and safety.</p> <p>The home has followed all Statutory and Regulatory Guidance and to date has not received any actions or enforcements from any regulatory body (CIW, LHB, LA's) during the period of this annual report.</p>

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

The homes environment remains suitable to the individuals we support at the home. We will continue to adapt our environment with consultation to ensure that where possible it is a "home for life" where we can meet their individual ongoing needs. The accommodation needs of each individual we support, which involves the use of local community resources to be readily available, will always be contingent on the local community having sustainable and affordable businesses / services that the people who live in our homes can continue to access and enjoy. Threat to business/facilities due to restriction of financial resources supporting such community ventures has meant there has been an impact in some areas of meeting the original Personal Outcomes. However, having had less of a reliability on these during the pandemic restrictions we have seen alternatives, new opportunities and creativeness from our own pool of staff knowledge and expertise that has given the individuals we support a sense of new achievements that had not been previously considered.

The home continues to meet individual needs with there being no indication of any limits of its use causing any restrictions. The Trust will continue with its monitoring of the use of the home and make changes and adaptations where necessary. New areas for development in 2023 will see addition of new spaces created and improving facilities further for "future -proofing" for their ongoing safe, effective delivery of care and support.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	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.	<p>The Registered Manager role has additional training needs in the following areas to support the key functions of :-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others. <input type="checkbox"/> Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements. <input type="checkbox"/> Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation. <p>The Registered Manager Role is also required to Enhance their Skills, Knowledge and Experience through the use of Seminars, face to face, online training/webinars as well as attending local/national forums. These enhanced skills will assist in the both personal and professional progression. Examples of subject areas where enhanced knowledge is essential are :-</p> <ul style="list-style-type: none"> Safeguarding Adults Deprivation of Liberties (Liberty Protection Safeguards) Regulation and Inspections Social Care Act Social Services and Wellbeing Act
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Deputy Manager role has additional training needs in the following areas to support the key functions of :- <input type="checkbox"/> Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others. <input type="checkbox"/> Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements. <input type="checkbox"/> Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation.
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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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
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	8
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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The Carningli Trust offers a Person Centred approach to its training and will cover additional training needs identified by each Home Manager. In doing so each home will have a staff team that is trained to understand the unique and individual needs of each Person we Support. Some of the additional training identified will cover :- Epilepsy - Rescue Medication Diabetes Awareness Autism Awareness Fragile X</p> <p>Other courses that form part of our mandatory program of training for all staff are:- COSHH Fire Awareness First Aid Awareness Risk Assessment Mental Capacity Deprivation of Liberties Safeguarding Whistleblowing Communicating Effectively Person Centred Approaches</p> <p>Continual Professional Development (CPD) – This is supported and encouraged for all staff within the Carningli Trust. Each individual is encouraged to develop his or her potential, both personally and professionally throughout their time with the Trust, which in turn helps the Trust to meet the objectives. Examples of CPD are :- Institute for Leadership & Management (Level 2&3) Health & Social Care Levels 3&4 Moving & Handling Trainer</p>
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<p>Contractual Arrangements</p>	
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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

<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
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No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
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<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>The shift pattern of our homes support a detailed program that is consistent with the support and leisure needs of the people we support. We also must ensure that we operate at safe levels of support 24hrs a day to cover all personal care needs, completing daily tasks, skill acquisition and enjoying a varied program of activities both within the home and in our communities.</p> <p>The daily shift cover commences at 8am and continues to 10pm daily. This core support (1 staff member) can be covered in either one long day shift or split into 2 separate shifts during these times.</p> <p>All additional daily bespoke hours will be in place during the same time period and will be focused on the individual hours for each person. We may therefore have up to an average of 3 staff working together to cover excursions, family visits, appointments, shopping etc. The hours of each shift may vary throughout the day designed to meet the individual's needs all between the hours of 8am and 10pm.</p> <p>During the night time hours of 10pm to 8am we have 1 x Waking Night Staff, who provides cover across all individuals during this time. They also have access to an "On Call" staff member who can provide any additional support overnight for emergency purposes.</p> <p>A further Senior on call system involving the Registered/Deputy Manager, Operations Manager and responsible Individual is also available to staff at our homes.</p> <p>A standard pattern of shifts for our staff will be dependent on the range of contracted hours in place. Full time workers will be required to be flexible across all shift patterns for Day, Evening, Weekend and Waking Nights. We support any requests for flexible working but only where it is complementary to and not contradictory to the delivery of support required at the home. For full time workers there may be a requirement to work 5 days per week, but this may be reduced if there is a need for longer shifts to be scheduled.</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	8
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Minstrels
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Telephone Number	01994232985
What is/are the main language(s) through which your service is provided?	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?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1579.23
The maximum weekly fee payable during the last financial year?	2157.43

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>For the people in our homes, they are active where possible in the daily planning and delivery of their care and support. They remained empowered by their staff teams to make decisions daily and also develop skills to plan for future requests. Home Meetings are also supported to encourage voice, participation and feedback. Along with our Easy Read "Guide to your Support" each person can understand their right to their involvement in all that we do.</p> <p>Consultation with other individuals who were identified as playing a participative and supportive role in our operations also received an annual questionnaire that requested feedback on key areas of the support we provide e.g. wellbeing, safety and involvement. Its also included feedback on the Carningli Trusts management of the home re; communication, raising compliments/ complaints and who to contact.</p>

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>On the exterior of the home there is accessibility to a number of outside areas and patios which include access to grassed areas. There is a variety of seating places around the perimeter of the home so that individuals can enjoy the quiet surroundings.</p> <p>The minstreels has approx 6 acres of land surrounding the home, so it makes it a safe environment to enjoy the countryside around us, with no risks associated with Traffic and urban living. Some of our land around the home is used for grazing horses, which brings enjoyment to our residents.</p>

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

There are Outbuildings which provides further practical space for activities, one of which is a bespoke large outdoor fully serviced cabin (heating /light) for the facilitation of meeting, activities and a welcoming space for some to enjoy peaceful and relaxing time in our tranquil surroundings. There is also a large Barn which is used as a creative space and includes equipment for many games e.g basket ball, snooker.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

In Summary for the period of this annual report we have been able to evidence that advocating for voice and choice of the individuals at the home continues to be at the forefront. From external audits (CIW and CCAPS), they are clear in reporting the daily information captures the choices they have even with those with limited capacity. The detailed recordings, knowledge and experience of the staff team, has resulted in the exploration of different levels of communication ability and then minimising the impact that any difficulties may have in express choice. What we have then been able to capture is how choice can be made in its varying forms.

For the individuals we support at this home their empowerment has been the success of them living healthily, making choices and successfully managing complex situations that can easily affect the status quo of the home. Managing the needs of all individuals during complex situations when communication can be difficult, is met by the staff team with confidence.

The home will be undoubtedly continue to be successful in delivering individual needs, wishes and aspirations, even for those who are limited by their communication difficulties. The long-standing positive support, encouragement, and feedback from the families/ representatives we hope will continue. This allows us to balance views, ideas, suggestions and any concerns with that of the individual's choice under Best Interest and will be the key in any new opportunities and promoting ongoing healthy lifestyles.

<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>Our first priority must continue to work preventatively and at the earliest stages of detection, so that we can avoid where possible the intrusion of more formal medical procedures which are known to be an extreme cause of anxiety to some individuals. Reviewing our suite of documentation regarding documenting involvement of relevant healthcare professionals and daily monitoring of healthcare needs must be checked for quality and its inclusion into day-to-day support. This can be achieved through our ongoing quality review checks completed through our audit process by the Operations Manager.</p> <p>We are progressively dealing with an older population within our homes and as well as adapting our physical environments to suit change of needs, we also need to ensure that we adapt our training to accommodate more health care issues arising from onset of age-related conditions. A review of the individual training needs must be completed on an annual basis by the Registered Manager, or on the identification of any change in health/ support need so that we can train and maintain staff knowledge on how to manage these successfully. The Registered Managers, Operations Manager and RI will work together to ensure information, resources and equipment are all available to support these changes.</p> <p>The home is successful at providing structure and stability to individuals who require the higher levels of support, continuity, and a program of activity during the day. It has the greatest variety of need of our homes and there needs to be the continued delivery of activity that can span across this diversity of needs. Despite the diversity of needs the staff team have completed and incredible role in unifying them as peers who live happily together, sharing their living spaces and completing daily living roles. The freedom they have to occupy internal and outdoor spaces with safely support our aim of a sense of ownership and belonging.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Caringli Trust approach to keeping people safe will always be at the fore front of everything we do. This will expand to providing safe policies and Procedures to our employees and instilling the importance of their vigilance, monitoring and security in reporting any concern knowing that it will always be listened and responded to.</p> <p>Working with complex needs within the home can mean that staff vigilance is heightened and reflection and/or feedback to maintain good levels of support and documentation paramount. Good staffing support levels which are targeted for individual safety needs and encouraging individuals to have valued lives are also contingent on opportunities being provided and good leadership and management to direct those resources accordingly.</p> <p>The environmental adaptations that also continue to support the homes practices and make it safe for all and the continued work of the management and staff team will ensure that the Minstrels continues to be a place of safety, stability and continuity as well as being their home for life.</p> <p>The home has followed all Statutory and Regulatory Guidance and to date has not received any actions or enforcements from any regulatory body (CIW, LHB, LA's) during the period of this annual report.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The homes environment remains suitable to the individuals we support at the home in achieving personal outcomes. With improvements to the homes environment making great steps towards the homes ability to provide Care and Support to meet all changing needs and in addition to this, that we have the use of vast outdoor spaces and facilities to utilise. The home has the best foundations that the Trust can continue to build on at every opportunity.</p> <p>Adapting our environments to suits the needs of the home will always be a priority, to ensure that it does not pose any restrictions to its use or impose and restrictive practices due to its facilities not being suitable or unavailable. During 2023 the program of adaptations will see more "future-proofing" of the home as a response to the changing needs and to support the homes staff team to have an environment that works with them day in their day to day practices.</p> <p>The choices and decisions made by the people we support, feedback from our staff teams, families/ representative and the commissioners of our services supporting us to maintain levels of care through its individual placement agreements will mean that we can deliver support flexibly and focus on "what matters" each day to each individual. If we can guarantee that commissioning contracts will focus on supporting person centred support and not being solely driven on output by task, then we can sustain our commitment to support High Quality Care and supporting people to love full and valued lives.</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	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	14	
No. of Fixed term contracted staff	0	
No. of volunteers	0	

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	13
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 Service Manager	12
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Deputy Manager role has additional training needs in the following areas to support the key functions of :- <input type="checkbox"/> Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others. <input type="checkbox"/> Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements. <input type="checkbox"/> Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation.

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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
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	4
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The Carningli Trust offers a Person Centred approach to its training and will cover additional training needs identified by each Home Manager. In doing so each home will have a staff team that is trained to understand the unique and individual needs of each Person we Support. Some of the additional training identified will cover ;-</p> <ul style="list-style-type: none"> Epilepsy - Rescue Medication Diabetes Awareness Autism Awareness Fragile X <p>Other courses that form part of our mandatory program of training for all staff are;-</p> <ul style="list-style-type: none"> COSHH Fire Awareness First Aid Awareness Risk Assessment Mental Capacity Deprivation of Liberties Safeguarding Whistleblowing Communicating Effectively Person Centred Approaches <p>Continual Professional Development (CPD) – Continuing professional development (CPD) is supported and encouraged for all staff within the Carningli Trust. Each individual is encouraged to develop his or her potential, both personally and professionally throughout their time with the Trust, which in turn helps the Trust to meet the objectives. Examples of CPD are ;-</p> <ul style="list-style-type: none"> Institute for Leadership & Management (Level 2&3) Health & Social Care Levels 3&4 Moving & Handling Trainer
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Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	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.

The shift pattern of our homes support a detailed program that is consistent with the support and leisure needs of the people we support. We also must ensure that we operate at safe levels of support 24hrs a day to cover all personal care needs, completing daily tasks, skill acquisition and enjoying a varied program of activities both within the home and in our communities.

The daily shift cover commences at 8am and continues to 10pm daily. This core support (1 staff member) can be cover in either one long day shift or split into 2 separate shifts during these times.

All additional daily bespoke hours will be in place during the same time period and will be to focus on the individual hours for each person. We may therefore have up to an average of 3 staff working together to cover excursions, family visits, appointments, shopping etc. The hours of each shift may vary throughout the day designed to meet the individuals needs all between the hours of 8am and 10pm.

During the night time hours of 10pm to 8am we have 1 x Waking Night Staff , who provides cover across all individuals during this time. They also have access to an "On Call" staff member who can provide any additional support overnight for emergency purposes.

A further Senior on call system involving the Registered/ Deputy Manager, Operations Manager and responsible Individual is also available to staff at our homes.

A standard pattern of shifts for our staff will be dependent on the range of contracted hours in place. Full time workers will be required to be flexible across all shift patterns for Day, Evening, Weekend and Waking Nights. We support any requests for Flexible working but only where it is complementary to and not contradictory to the delivery of support required at the home. For full time workers there may be a requirement to work 5 days per week, but this may be reduced if there is a need for Longer shifts to be scheduled.

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	2

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	No
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Name of Service	Panteg
Telephone Number	01994231019
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	One resident has Welsh as a second language but their preference is to communicate in English. Staff at the home (Welsh Speaking) can support any request for the Welsh Language to be used.

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?	953.43
The maximum weekly fee payable during the last financial year?	1748.63

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>For the people in our homes, they are active where possible in the daily planning and delivery of their care and support. They remained empowered by their staff teams to make decisions daily and also develop skills to plan for future requests. Home Meetings are also supported to encourage voice, participation and feedback. Along with our Easy Read "Guide to your Support" each person can understand their right to their involvement in all that we do.</p> <p>Consultation with other individuals who were identified as playing a participative and supportive role in our operations also received an annual questionnaire that requested feedback on key areas of the support we provide e.g. wellbeing, safety and involvement. Its also included feedback on the Carningli Trusts management of the home re; communication, raising compliments/ complaints and who to contact.</p>

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?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	The exterior of the property sits quietly in its rural location surrounded by land and beautiful views. Its location means that it has little disturbance from traffic and no passing vehicles etc. There is accessibility to a number of outside areas around the property, which also include access to grassed areas. Some of our surrounding fields of 6 acres are rented out for grazing sheep, which our residents love to watch from both inside the home and when using the outdoor areas.
Provide details of any other facilities to which the residents have access	The home has a large conservatory which is accessible from the kitchen. This space provides an additional communal space which can be adapted for use e.g. Visitors, crafts, music or quiet space away from the main communal areas. Its light and calm surroundings with views of the garden area are a favourite for those wishing to enjoy our surroundings. Adjacent to the home are several outbuildings. Some are not developed for use and are therefore not accessible to our residents. However, there are a number of fully serviced (Heat/ Light) outbuildings used for office spaces/ training as well as a large bespoke Cabin used for the purpose of crafts, activities or as a private area for visitors to the home.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>In Summary for the period of this annual report we have been able to capture how advocating for voice and choice of the individuals at the home continues on a day-to-day basis. Evidence during our regulatory inspections that the homes daily information/ records and feedback from those we support, captures the choices they have and how they feel about the support they receive.</p> <p>What was achieved through periods of restrictions during the pandemic was a level of activity within the home that saw the development of skills and creativeness that the individuals actively took a role in, which supported their wellbeing and engagement during this difficult time.</p> <p>There is a clear indication of individuality in the home, with interests and creativity in music, crafts and being encouraged daily. There is an eagerness for the individuals to tell you all about their latest ideas and go through in detail what they have achieved since your last visit.</p> <p>The individuals continue to seek out guidance and support from not only from their daily support staff for matters that may be worrying them or making them feel unsettled. On visiting the home the Operational Managers and The Responsible Individuals get to share in what matters to them that day, which provides a great sense of satisfaction that they know that there is always support in the wider network around them that is always ready available to listen.</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>Our first priority must continue to work preventatively and at the earliest stages of detection, so that we can avoid where possible the intrusion of more formal medical procedures which are known to be an extreme cause of anxiety to some individuals. They have maintained close contact and support from local GP's who have continued to provide vital support during the pandemic to ensure that the individuals still received support for any minor illnesses and medication reviews etc, but we must continue to include wider health professionals for Physio/ Occupational Therapy and Speech & Language Therapy to ensure a holistic approach is taken.</p> <p>We are progressively dealing with an older population within our homes and as well as adapting our physical environments to suit change of needs, we also need to ensure that we adapt our training to accommodate more health care issues arising from onset of age-related conditions. A review of the individual training needs must be completed on an annual basis by the Registered Manager, or on the identification of any change in health/ support need so that we can train and maintain staff knowledge on how to manage these successfully. The Registered Managers, Operations Manager and RI will work together to ensure information, resources and equipment are all available to support these changes.</p> <p>The individuals are supported at the home through a staff team that has a great wealth of knowledge of their needs, which has meant that aside from health conditions, their individual wellbeing which includes support and guidance for managing relationships and dealing with bereavement has been provided to ensure that mental wellbeing also receives the highest level of support.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Carningli Trust approach to keeping people safe will always be at the fore front of everything we do. This will expand to providing safe policies and Procedures to our employees and instilling the importance of their vigilance, monitoring and security in reporting any concern knowing that it will always be listened and responded to.</p> <p>Good staffing support levels which are targeted to meet individual needs and encouraging individuals to have valued lives are also contingent on opportunities being provided and good leadership and management to direct those resources accordingly. The staff teams focus will continue to be on diverting support to work on key areas where needs change and there is an early indication of vulnerability that can have an impact on their day to day lives. Changes we now know are not solely experienced just through physical health needs, as we saw the impact of the pandemic affecting mental wellbeing. Obstacles faced were the barriers caused by anxiety, fears and the stress on relationships when contact was limited etc.</p> <p>The combined affect on the individuals we support became the focus for the staff team and with their continuous dedication the home remained their place of safety as their vulnerabilities were supported by new strategies and coping mechanisms for dealing with these unprecedented experiences.</p> <p>The home has followed all Statutory and Regulatory Guidance and to date has not received any actions or enforcements from any regulatory body (CIW, LHB, LA's) during the period of this annual report.</p>

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

The homes environment remains suitable to the individuals we support at the home in achieving personal outcomes. With improvements to the homes environment making great steps towards the homes ability to provide Care and Support to meet all changing needs and in addition to this with the addition use of improvements to our outdoor spaces and facilities. The home has the best foundations for the Trust to continue to build on at every opportunity.

Interaction between the individuals we support and how their use of their home must be observed so that in making any changes we can have insight into both today's and tomorrow's needs. There can always be an intertwining of personal choice, need and function when it comes to improvements. We have found that once a space can offer you a safe and flexible environment it becomes a vital resource for the home and brings with it creative new ideas which can have such a positive impact on the health and wellbeing of the individuals we support.

The choices and decisions made by the people we support, continuing communication and feedback from our staff teams, families/ representative and the commissioners of our services will support us to maintain high levels of care through our individual placement agreements and will mean that we can deliver support flexibly and focus on "what matters" each day to each individual.

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) 8

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The Registered Manager role has additional training needs in the following areas to support the key functions of :-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others. <input type="checkbox"/> Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements. <input type="checkbox"/> Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation. <p>The Registered Manager Role is also required to Enhance their Skills, Knowledge and Experience through the use of Seminars, face to face, online training/webinars as well as attending local/national forums. These enhanced skills will assist in the both personal and professional progression. Examples of subject areas where enhanced knowledge is essential are :-</p> <ul style="list-style-type: none"> Safeguarding Adults Deprivation of Liberties (Liberty Protection Safeguards) Regulation and Inspections Social Care Act Social Services and Wellbeing Act
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The Deputy Manager role has additional training needs in the following areas to support the key functions of :-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Employee Relations – Managing Sickness/ Absence, Performance Management, Concerns/ Complaints, Supervising/ Mentoring others. <input type="checkbox"/> Health & Safety - Safe Management and Monitoring of Working Practices, H&S Regulations & Reporting Requirements. <input type="checkbox"/> Internal Training/ Awareness on practices for Safe Management of Finances, Medication, Safeguarding and all Internal Quality Assurance Systems and Documentation.
<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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
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	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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The Carningli Trust offers a Person Centred approach to its training and will cover additional training needs identified by each Home Manager. In doing so each home will have a staff team that is trained to understand the unique and individual needs of each Person we Support. Some of the additional training identified will cover :- Epilepsy - Rescue Medication Diabetes Awareness Autism Awareness Fragile X</p> <p>Other courses that form part of our mandatory program of training for all staff are:- COSHH Fire Awareness First Aid Awareness Risk Assessment Mental Capacity Deprivation of Liberties Safeguarding Whistleblowing Communicating Effectively Person Centred Approaches</p> <p>Continual Professional Development (CPD) – Continuing professional development (CPD) is supported and encouraged for all staff within the Carningli Trust. Each individual is encouraged to develop his or her potential, both personally and professionally throughout their time with the Trust, which in turn helps the Trust to meet the objectives. Examples of CPD are :- Institute for Leadership & Management (Level 2&3) Health & Social Care Levels 3&4 Moving & Handling Trainer</p>
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Contractual Arrangements	
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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.	
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No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

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

The shift pattern of our homes support a detailed program that is consistent with the support and leisure needs of the people we support. We also must ensure that we operate at safe levels of support 24hrs a day to cover all personal care needs, completing daily tasks, skill acquisition and enjoying a varied program of activities both within the home and in our communities.

The daily shift cover commences at 8am and continues to 10pm daily. This core support (1 staff member) can be covered in either one long day shift or split into 2 separate shifts during these times.

All additional daily bespoke hours will be in place during the same time period and will be focused on the individual hours for each person. We may therefore have up to an average of 3 staff working together to cover excursions, family visits, appointments, shopping etc. The hours of each shift may vary throughout the day designed to meet the individual's needs all between the hours of 8am and 10pm.

During the night hours of 10pm to 8am we have 1 x Waking Night Staff, who provides cover across all individuals during this time. They also have access to an "On Call" staff member who can provide any additional support overnight for emergency purposes.

A further Senior on call system involving the Registered/Deputy Manager, Operations Manager and responsible Individual is also available to staff at our homes.

A standard pattern of shifts for our staff will be dependent on the range of contracted hours in place. Full time workers will be required to be flexible across all shift patterns for Day, Evening, Weekend and Waking Nights. We support any requests for flexible working but only where it is complementary to and not contradictory to the delivery of support required at the home. For full time workers there may be a requirement to work 5 days per week, but this may be reduced if there is a need for longer shifts to be scheduled.

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	6
No. of staff working towards the required/recommended qualification	3

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

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

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