Annual Return 2022/2023

The following informati 2023.	ion relates to information CIW held a	about this provider a	nd its associated services on the 31st March	
This section has been published Annual Retu		ctions to complete. T	his information displayed will be included in the	
Provider name:		CASTLECARE	E CYMRU LIMITED	
The provider was registere				
The following lists the provider conditions:	There are no imposed conditions a	associated to this pro	ovider	
The regulated services delivered by this provider	Ymyl Y Ffordd			
were:	Service Type		Care Home Service	
	Type of Care	(Childrens Home	
	Approval Date	2	28/06/2019	
	Responsible Individual(s)		Genna Matthews	
	Manager(s)		Rhian Hughes	
	Maximum number of places		4	
	Service Conditions		There are no conditions associated to this service	
	Penygaer			
	Service Type		Care Home Service	
	Type of Care		Childrens Home	
	Approval Date		28/06/2019	
	Responsible Individual(s)		Genna Matthews	
	Manager(s)		Andrew Mark Phillips	
	Maximum number of places		4	
	Service Conditions		There are no conditions associated to this service	
	Maes Werdd			
	Service Type		Care Home Service	
	Type of Care		Childrens Home	
	Approval Date		28/06/2019	
	Responsible Individual(s)		Genna Matthews	
	Manager(s)		Andrew Phillips	
	Maximum number of places		3	
	Service Conditions		There are no conditions associated to this service	
	Cliddewi Uchaf			
	Service Type		Care Home Service	
Type of Care		(Childrens Home	
	Approval Date	2	28/06/2019	
	Responsible Individual(s)	(Genna Matthews	
	Manager(s)		Shan Worth	
	Maximum number of places		2	
	Service Conditions There are no conditions associated to the		There are no conditions accordiated to this convice	

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	28/06/2019
Responsible Individual(s)	Genna Matthews
Manager(s)	Andrew Lewis
Maximum number of places	3
Service Conditions	There are no conditions associ
The Hollies	
Service Type	Care Home Service
	Care Home Service Childrens Home
Service Type	
Service Type Type of Care	Childrens Home
Service Type Type of Care Approval Date	Childrens Home 28/06/2019
Service Type Type of Care Approval Date Responsible Individual(s)	Childrens Home 28/06/2019 Genna Matthews

Training and Workforce Ranning

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	Each home has a Training Matrix, which is reviewed during staff s upervision. The company has a training app called the Learning L ounge and compliance is emailed to relevant senior leaders. Any shortfalls are addressed in supervision and team meetings. However the Learning Lounge notifies when training updates are needed. We also access training specialisms to ensure we are me eting the needs of our children.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Increased benefit packages, welcome bonuses as well as retentio n bonuses to the staff for years served. We are working with a number of agency providers due to the sec tors staffing crisis. Staff voice is promoted through forums and engagement meeting s and reports are sent to the leaders of that home and areas to i mplement an action plan. Staff are also promoted to engage in anonymous surveys Quartel y

Service Profile

Service Details

Name of Service	Maes Werdd
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Telephone Number	01267267646
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4174
The maximum weekly fee payable during the last financial year?	4844

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Children's Guide. House meetings Link working Visits

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large enclosed garden
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Young people are promoted to read their care plans and add th eir views to how they feel they should be provided with care an d support whilst in placement. Support is provided through link working and house meetings al so. Each young person is provided with access to a Advocate w ho can promote their voice as needed. there is plans for there to be a youth forum also.
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.	Young people are promoted to join clubs and promote their soc ial behaviours. There is always plans implemented for steps to i ncrease independence and management of relationships. We also ensure young people are de briefed and spoken to ab out behaviour development and management so they are able t o have an understanding of how to achieve their needed outco mes.
The extent to which people feel safe and protected from abuse and neglect.	Appropriate relationships are developed between the young pe ople and staff to help promote positive and healthy relationship s. This helps them to feel safe in their home environment so that needs and outcomes can be considered and met. Honest relationships are promoted and this will include staff ap ologising to the children when mistakes are made, to ensure ap propriate role modelling is displayed. Difficult and honest discussions are held, so that the children k now where they stand. This can be in relation to family and cont act. Young people are promoted to be aware of how and who they c an make complaints too.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Young people are encouraged to be a part of decision making around the home and decor. This includes making their bedroo ms homely and to their choice. All achievements are celebrated regardless of how big or small. this can be attending a day at school or completing GCSE's. Each achievement is personal, specific and celebrated. There are photos around the home to display achievements. We aim to avoid as much as we can that the children are remin ded they live in a care home; and are as close to a "normal" livi ng environment as possible within guidelines.

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	4
31 March)	

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 special stated, the information added should be the position	
	Filled and vacant posts	

	1 ar for this role type.
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ar for this role type.
	vant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is
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.	team teach first aid and all mandatory training
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	11
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.	Team teach first aid
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	d 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	Γ
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
	No
type?	No
type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise

No. of staff in post	0
No. of posts vacant	0
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional training not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours)	0
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s 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	0 It would be 3 staff on shift if there were 3 young pe ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s 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	0 It would be 3 staff on shift if there were 3 young per ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	0 It would be 3 staff on shift if there were 3 young pe ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	0 It would be 3 staff on shift if there were 3 young pe ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	0 staff It would be 3 staff on shift if there were 3 young people. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this	0 staff It would be 3 staff on shift if there were 3 young per ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30. 3
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type?	0 staff It would be 3 staff on shift if there were 3 young people. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30. 3 9 Yes
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type?	0 staff It would be 3 staff on shift if there were 3 young people. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30. 3 0 Yes cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe- stated, the information added should be the posi	0 staff It would be 3 staff on shift if there were 3 young people. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30. 3 0 Yes cifically to this role type only. Unless otherwise

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

Induction	3	
Health & Safety	3	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	3	
Manual Handling	3	
Safeguarding	3	
Medicine management	3	
Dementia	0	
Positive Behaviour Management	3	
Food Hygiene	3	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all mandatory training	
Contractual Arrangements		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed s	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.	as per the senior pattern	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	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	No
role types other than those already listed?	

Service Profile

Service Details

Name of Service	Pentwyn Farm House
Telephone Number	07718639100
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	NA

Service Provision

People Supported		
How many people in total did the service provide care and support to during the last financial year?	3	

Fees Charged

The minimum weekly fee payable during the last financial year?	4174	
The maximum weekly fee payable during the last financial year?	4844	

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?	Forum's surveys questionnaires website updates

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	large garden area
Provide details of any other facilities to which the residents have access	NA

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Young people are promoted to read their care plans and add th eir views to how they feel they should be provided with care an d support whilst in placement. Support is provided through link working and house meetings al so. Each young person is provided with access to a Advocate w ho can promote their voice as needed. there is plans for there to be a youth forum also.
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.	Young people are promoted to join clubs and promote their soc ial behaviours. There is always plans implemented for steps to i ncrease independence and management of relationships. We also ensure young people are de briefed and spoken to ab out behaviour development and management so they are able t o have an understanding of how to achieve their needed outco mes.
The extent to which people feel safe and protected from abuse and neglect.	Appropriate relationships are developed between the young pe ople and staff to help promote positive and healthy relationship s. This helps them to feel safe in their home environment so that needs and outcomes can be considered and met. Honest relationships are promoted and this will include staff ap ologising to the children when mistakes are made, to ensure ap propriate role modelling is displayed. Difficult and honest discussions are held, so that the children k now where they stand. This can be in relation to family and cont act. Young people are promoted to be aware of how and who they c an make complaints too.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Young people are encouraged to be a part of decision making around the home and decor. This includes making their bedroo ms homely and to their choice. All achievements are celebrated regardless of how big or small. this can be attending a day at school or completing GCSE's. Each achievement is personal, specific and celebrated. There are photos around the home to display achievements. We aim to avoid as much as we can that the children are remin ded they live in a care home; and are as close to a "normal" livi ng environment as possible within guidelines.

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

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	Туре
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Does your service structure include roles of this type?

Service Manager

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.

Yes

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.

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.	all mandatory training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all mandatory
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that ma	
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5 5 5 5
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5 5 5 5 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5 5 5 5 5 5 5 5 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5 5 5 5 5 5 5 5 5 5 0
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transformed above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
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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.	It would be 3 staff on shift if there were 3 young pe ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of staff in post No. of posts vacant Training undertaken during the last financial ye	3
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	3 ar for this role type.
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	3 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed
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No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relever provided is only a sample of the training that marked can be added to 'Please outline any additional trainot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 2 3 4 <
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	3 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 2 <
No. of posts vacant Training undertaken during the last financial yer Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	3 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 2 0
No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	3 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 2 <

	ed term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	It would be 3 staff on shift if there were 3 yo ople. 1 would be a senior and 2 support wor generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this	No
type?	
type? Catering staff	
	No
Catering staff Does your service structure include roles of this	No

Service Profile

Service Details

Name of Service	Penygaer	
Telephone Number	01554759297	

l'elephone Number	01554759297
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged		
The minimum weekly fee pa	yable during the last financial year?	4174
The maximum weekly fee pa	ayable during the last financial year?	4884

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	forums meetings surveys questionnaires

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	small garden
Provide details of any other facilities to which the residents have access	N?A

Communicating with people who use the service

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

Statement of Compliance

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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.	Young people are promoted to read their care plans and add th eir views to how they feel they should be provided with care an d support whilst in placement. Support is provided through link working and house meetings al so. Each young person is provided with access to a Advocate w ho can promote their voice as needed.
	there is plans for there to be a youth forum also.

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.	Young people are promoted to join clubs and promote their soc ial behaviours. There is always plans implemented for steps to i ncrease independence and management of relationships. We also ensure young people are de briefed and spoken to ab out behaviour development and management so they are able to o have an understanding of how to achieve their needed outco mes.
The extent to which people feel safe and protected from abuse and neglect.	Appropriate relationships are developed between the young pe ople and staff to help promote positive and healthy relationship s. This helps them to feel safe in their home environment so that needs and outcomes can be considered and met. Honest relationships are promoted and this will include staff ap ologising to the children when mistakes are made, to ensure ap propriate role modelling is displayed. Difficult and honest discussions are held, so that the children k now where they stand. This can be in relation to family and cont act. Young people are promoted to be aware of how and who they c an make complaints too.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Young people are encouraged to be a part of decision making around the home and decor. This includes making their bedroo ms homely and to their choice. All achievements are celebrated regardless of how big or small. this can be attending a day at school or completing GCSE's. Each achievement is personal, specific and celebrated. There are photos around the home to display achievements. We aim to avoid as much as we can that the children are remin ded they live in a care home; and are as close to a "normal" livi ng environment as possible within guidelines.

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)

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	Service Manager		
	Does your service structure include roles of this type?	Yes		
		pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.		
	No. of staff in post	1		
	No. of posts vacant	0		

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

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.	mandaotory training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 d term contact staff by hours worked per week.
staff	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 1 0 0 0
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week. 1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	d term contact staff by hours worked per week. 1 0 0 0 1 Yes
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	d term contact staff by hours worked per week. 1 0 0 0 1 Yes cifically to this role type only. Unless otherwise
staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position	d term contact staff by hours worked per week. 1 0 0 0 1 Yes cifically to this role type only. Unless otherwise

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

Implementation Implementation Implementation Manual Handling Implementation Implementation Safeguarding Implementation Implementation Medicine management Implementation Implementation Dementia Implementation Implementation Demetine any additional training undertaken pertinent to this role which is not outlined above. Implementation Contractual Arrangements Implementation Implementation Vo. of permanent staff Implementation Implementation Vo. of Agency/Bank staff Implementation Implementation Vo. of full-time staff (35 hours or more per week) Implementatin Implementation	nandatory training
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. n Contractual Arrangements 0 No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff 1 No. of full-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 1 No. of staff who have the required qualification to per registered with Social Care Wales as a Service Manager 1 No. of staff working toward required/recommended qualification to be registered with Social Care 1	nandatory training
Infection, prevention & control 1 Manual Handling 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. n Contractual Arrangements 0 No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff 1 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 1 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 1	nandatory training nandatory training term contact staff by hours worked per week.
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. n Contractual Arrangements 0 No. of permanent staff 1 No. of rixed term contracted staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 1 Outline below the number of permanent and fixed t 1 No. of full-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 1 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 1	nandatory training
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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. n Contractual Arrangements 0 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) 0 staff 0 Outline below the number of permanent and fixed t 1 No. of full-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 1 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 1) inandatory training inandatory trainig inandatory training inandatory training inandatory training inand
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Positive Behaviour Management 1 Food Hygiene 1 Please outline any additional training undertaken pertinent to this role which is not outlined above. n Contractual Arrangements 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) 0 staff 0 Outline below the number of permanent and fixed t 1 No. of full-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 1 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 1	nandatory training nandatory training
Food Hygiene 1 Please outline any additional training undertaken pertinent to this role which is not outlined above. n Contractual Arrangements 0 No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 No. of full-time staff (35 hours or more per week) 1 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 0 No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager 1	nandatory training nandatory training term contact staff by hours worked per week.
Please outline any additional training undertaken pertinent to this role which is not outlined above. n Contractual Arrangements 1 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) 0 Staff 0 Outline below the number of permanent and fixed to the number of	nandatory training
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed t No. of full-time staff (35 hours or more per week) 1 No. of part-time staff (17-34 hours per week) 0 Staff Qualifications 0 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 0	term contact staff by hours worked per week.
No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff 0 Outline below the number of permanent and fixed t 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 1 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 0)) term contact staff by hours worked per week.
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) 0 staff 0 Outline below the number of permanent and fixed t 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 1 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 0)) term contact staff by hours worked per week.
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 t 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 1 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 0)) ierm contact staff by hours worked per week.
No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff 0 Outline below the number of permanent and fixed t 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 0 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 0) term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed t 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 0 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 0) term contact staff by hours worked per week.
staff Outline below the number of permanent and fixed t 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 0 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 0	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 0 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 0)
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 0 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 0	
No. of part-time staff (16 hours or under per week) 0 Staff Qualifications 0 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 0)
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	
be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	
qualification to be registered with Social Care	
)
Other supervisory staff	
Does your service structure include roles of this type?	ło
Nursing care staff	
Does your service structure include roles of this type?	ło
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mandatory training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	
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.	It would be 3 staff on shift if there were 3 young p ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
Staff Qualifications	·
No. of staff who have the required qualification to be registered with Social Care Wales as a social	3

No. of staff working towards the required/recommended qualification	
Other social care workers providing direct care	
Does your service structure include roles of this ype?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	3
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mandatory training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	mandatory training
Staff Qualifications	

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

Telephone Number	01443675497
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

How many people in total did the service provide care and support to during the last financial year?	7
ees Charged	
The minimum weekly fee payable during the last financial year?	4174
The maximum weekly fee payable during the last financial year?	4884
What was the total number of formal complaints made during the last financial year?	0
What was the total number of formal complaints made during the	
What was the total number of formal complaints made during the last financial year?	0
last financial year? Number of active complaints outstanding	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial	
year?	survey meetings

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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	garden area
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	Young people are promoted to read their care plans and add th eir views to how they feel they should be provided with care an d support whilst in placement. Support is provided through link working and house meetings al so. Each young person is provided with access to a Advocate w ho can promote their voice as needed. there is plans for there to be a youth forum also.
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.	Young people are promoted to join clubs and promote their soc ial behaviours. There is always plans implemented for steps to i ncrease independence and management of relationships. We also ensure young people are de briefed and spoken to ab out behaviour development and management so they are able t o have an understanding of how to achieve their needed outco mes.
The extent to which people feel safe and protected from abuse and neglect.	Appropriate relationships are developed between the young pe ople and staff to help promote positive and healthy relationship s. This helps them to feel safe in their home environment so that needs and outcomes can be considered and met. Honest relationships are promoted and this will include staff ap ologising to the children when mistakes are made, to ensure ap propriate role modelling is displayed. Difficult and honest discussions are held, so that the children k now where they stand. This can be in relation to family and cont act. Young people are promoted to be aware of how and who they c an make complaints too.

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 11 31 March)

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 Yes type? 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 1 Health & Safety

	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.	mandatory training	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours)	0	
staff		
Outline below the number of permanent and fixe	d 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	0	
Wales as a Service Manager		
Wales as a Service Manager Deputy service manager		
	Yes	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe		
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relevation provided is only a sample of the training that main can be added to 'Please outline any additional transitional tra	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relevation provided is only a sample of the training that mail can be added to 'Please outline any additional transitional tra	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1	

1 0 1 0		
1		
·		
0		
0		
mandatory training		
Contractual Arrangements		
1		
0		
0		
0		
0		
term contact staff by hours worked per week.		
1		
0		
0		
1		
0		
Other supervisory staff		
No		
No		
No		
Senior social care workers providing direct care		
Yes		
cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.		
Filled and vacant posts		
2		

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

not outlined above.		
Induction	1	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mandatory training	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	It would be 3 staff on shift if there were 3 young pe ople. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the posi-	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	

No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
	6
Medicine management	
Dementia	0
Positive Behaviour Management	6
Food Hygiene Please outline any additional training undertaken	6 mandatory
pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	It would be 3 staff on shift if there were 3 young people. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social	2
care worker	4
care worker No. of staff working towards the required/recommended qualification	*
No. of staff working towards the	*

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

Name of Service	Ymyl Y Ffordd
Telephone Number	01443799023
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?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	4174	
The maximum weekly fee payable during the last financial year?	4884	

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	forums questionnaire survey

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	medium garden
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance. CIW have published <u>guidance</u> 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.	Young people are promoted to read their care plans and add th eir views to how they feel they should be provided with care an d support whilst in placement. Support is provided through link working and house meetings al so. Each young person is provided with access to a Advocate w ho can promote their voice as needed. there is plans for there to be a youth forum also.
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.	Young people are promoted to join clubs and promote their soc ial behaviours. There is always plans implemented for steps to i ncrease independence and management of relationships. We also ensure young people are de briefed and spoken to ab out behaviour development and management so they are able t o have an understanding of how to achieve their needed outco mes.
The extent to which people feel safe and protected from abuse and neglect.	Appropriate relationships are developed between the young pe ople and staff to help promote positive and healthy relationship s. This helps them to feel safe in their home environment so that needs and outcomes can be considered and met. Honest relationships are promoted and this will include staff ap ologising to the children when mistakes are made, to ensure ap propriate role modelling is displayed. Difficult and honest discussions are held, so that the children k now where they stand. This can be in relation to family and cont act. Young people are promoted to be aware of how and who they c an make complaints too.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Young people are encouraged to be a part of decision making around the home and decor. This includes making their bedroo ms homely and to their choice. All achievements are celebrated regardless of how big or small. this can be attending a day at school or completing GCSE's. Each achievement is personal, specific and celebrated. There are photos around the home to display achievements. We aim to avoid as much as we can that the children are remin ded they live in a care home; and are as close to a "normal" livi ng environment as possible within guidelines.

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

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

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

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

ce structure include roles of this	Yes
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
acant posts	
ost	1
cant	0
only a sample of the training that ma	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
	0
	1
ity & Human Rights	1
ntion & control	1
g	1
	1
gement	1
	0
our Management	1
	1
any additional training undertaken role which is not outlined above.	mandatory training
Arrangements	
nt staff	1
	0
	0
ank staff	0
anteed hours contract (zero hours)	0
r 3	nt staff m contracted staff rs Bank staff ranteed hours contract (zero hours)

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 sp stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
	1.
No. of staff in post	1
Training undertaken during the last financial ye Set out the number of staff who undertook relevant	ant training. The list of training categories
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	ar for this role type.
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that me can be added to 'Please outline any additional to not outlined above'.	ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that me can be added to 'Please outline any additional to not outlined above'.	ar for this role type. arant training. The list of training categories ay have been undertaken. Any training not listed ay indertaken pertinent for this role which is 0 1
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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	Yes
Important: All questions in this section relate sp	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate sp stated, the information added should be the po	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate sp	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
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Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours)	0
staff	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	It would be 3 staff on shift if there were 3 young people. 1 would be a senior and 2 support workers. generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
	1
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4

Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mandatory training
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per wee
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	It would be 3 staff on shift if there were 3 you ople. 1 would be a senior and 2 support wor generally when fully staff work for 2 days; 1st day - 10am - 11pm and sleep 2nd day - 7am - 11pm and sleep 3rd day - 7am until 10.30.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	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	
	No