

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name: City and County of Swansea Adults and Children's Services

The provider was registered on: 09/08/2018

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

The regulated services delivered by this provider were:

Bonymaen House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/09/2018
Responsible Individual(s)	Jacqueline Whiteman
Manager(s)	Linda Price
Maximum number of places	24
Service Conditions	There are no conditions associated to this service

  

Ty Cla	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/09/2018
Responsible Individual(s)	Jacqueline Whiteman
Manager(s)	Tracy Rees
Maximum number of places	12
Service Conditions	There are no conditions associated to this service

  

Ty Waunarlwydd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/09/2018
Responsible Individual(s)	Mark Parker
Manager(s)	Alison Bromfield, Donna Cuke, Jane Thomas
Maximum number of places	40
Service Conditions	There are no conditions associated to this service

  

Rose Cross	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/09/2018
Responsible Individual(s)	Mark Parker
Manager(s)	Gayle Brown
Maximum number of places	33
Service Conditions	There are no conditions associated to this service

Hollies	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/10/2018
Responsible Individual(s)	Mark Parker
Manager(s)	Helen Davies
Maximum number of places	23
Service Conditions	There are no conditions associated to this service

St. Johns	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/09/2018
Responsible Individual(s)	Mark Parker
Manager(s)	Maria Demaid
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

Maesglas Community Support Unit	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/09/2018
Responsible Individual(s)	Jacqueline Whiteman
Manager(s)	Angela Coleman
Maximum number of places	10
Service Conditions	There are no conditions associated to this service

Ty Nant	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	09/08/2018
Responsible Individual(s)	Christopher Griffiths
Manager(s)	Hasna Monaf
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Swansea Council Domiciliary Support Services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/09/2018
Responsible Individual(s)	David Howes
Manager(s)	Stephen Francis, Sharon Mary Edwards, Elizabeth Doolan, Wendy Goff, Linzi-Jayne Margetson, Mand y Fuge
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff have access to the learning pool for e-learning, and a dedicated training officer for face-to-face training. Additional bespoke training is sourced externally as required.  All staff have an annual appraisal and 6 monthly review where training requirements are identified, which informs the Training Needs Analysis for each service.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a recruitment and selection policy to recruit staff committed to producing high quality services.  Staff undergo a robust induction and are supported with a range of training opportunities, supervision, appraisal, well-being checks, handovers, and an open door to managers. Access to Stress Counselling and Occupational Health and opportunities for career development.

## Service Profile

### Service Details

Name of Service	Bonymaen House
Telephone Number	01792773106
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	We have LA staff, who can communicate in different languages We encourage the use of Welsh Language and have invested time in training our staff to become bilingual. We encourage individuals to use their preferred language where possible and use Microsoft technologies to support and aid communication e.g. 'Google Translate' We incorporate the Welsh language into food menus, and greet all phone calls bilingually in line with the Welsh Language Act 2017.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	221
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### Fees Charged

The minimum weekly fee payable during the last financial year?	28.00
The maximum weekly fee payable during the last financial year?	643.65

### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback.</li> </ul>
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Service Environment

How many bedrooms at the service are single rooms?	24
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?	3
How many communal lounges at the service?	1
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>There is a patio area with tables and chairs and water feature, leading down to a maintained garden with seated areas and mature shrubs</p> <p>There is easy access to the garden from a door within the lounge which takes you on to a patio and garden area.</p>
Provide details of any other facilities to which the residents have access	<p>The home is close to the Llansamlet Enterprise Zone, with a variety of shops, surgeries and pharmacies.</p> <p>The building is set over two floors, on the ground floor there is a reception area which leads to the lounge and large dining area. The Manager's office is also in the main hall, with toilet facilities, a lift and stairs to the first floor. There are 13 single bedrooms on the ground floor. Toilet/shower/bathrooms are also on this floor, as well as a hairdressing salon.</p> <p>On the upper level there are 11 single bedrooms and toilets/showers/bathrooms.</p> <p>A meeting area on the first floor for meetings with families and the multidisciplinary teams. There is a main industrial kitchen in the home and a small breakfast area for individuals to prepare their own breakfast independently and carry out assessments.</p> <p>The service has a laundry.</p>

Communicating with people who use the service

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

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.

As the RI - I ensure regular consultation and engagement is undertaken through various mediums

- Regulation 73 visits where the RI spends time speaking to individuals who use the service.
- Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.
- We also use 6 monthly PERCCI questionnaires.
- we have bi-monthly residents' meetings.
- We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.
- There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.
- Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback

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

We are not Registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation where nursing care is provided.

We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remit of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.

The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.

Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.

If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.

We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.

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

People can be assured that we have robust safeguarding procedures in place. Safeguarding is everyone's business in every service within the Council.

There is a Corporate Safeguarding Children and Adult Policy last updated April 23.

This links to the Wales Safeguarding procedures 2019.

"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:

- Protection from harm and neglect.
- Safety
- Physical health, emotional well-being, and mental health.
- Maintaining and protecting an individual's human rights
- Contribution to society
- Social and economic well-being.

The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards

We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.

Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.

We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.

Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.

All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.

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

Bonymaen House Care Home is located in Winch Wen on the outskirts of Swansea. It's registered to provide personal care for up to 24 people aged 50 and above, however this may be subject to change based on individual's needs and outcomes.

The large majority of the people stay at the home on a short term basis for a period of assessment and reablement. The service works in collaboration with a registered domiciliary care service which provides short term support at home following discharge.

It has easy access to M4 motorway links. The home is within easy reach of Llansamlet Enterprise Zone offering a variety of shops, GP surgeries and pharmacies.

Design / Layout of the home:

Bonymaen House offers a bedded reablement provision for up to 24 individuals.

The building is set on two floors, on the ground floor there is a reception area which leads off to the large L shape lounge and spacious dining area which overlooks the garden.

There is easy access to the garden from a door within the lounge which takes you on to a patio and garden area.

The Manager's office is also located within the main foyer, with additional toilet facilities and lift and stairs to the first floor. 13 single rooms are located on the ground floor. There is spacious toilets/shower/bathroom facilities also located on this floor, as well as a hairdressing salon.

On the upper level there are 11 single bedrooms and several spacious toilets/shower/bathroom.

A small meeting area is located on the first floor where meetings with family and MDT's are held.

There is a main industrial kitchen within the home and small breakfast area for individuals to independently make their own breakfast and carry out assessments.

The service has an industrial laundry area that supports all laundry care requirements for individuals staying at the home.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	30.74
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Collaborative communication Premises management Fire Risk assessment Fire evacuation Data protection DOLS Mental capacity level 3 Supporting employee health and wellbeing Management of accidents at work Managers role in risk management Emergency 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 term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes



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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
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.	VR training Reablement training Reablement train the trainer Sexuality and relationships First aid Fire evacuation Fire warden

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Other supervisory staff

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

#### Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	3
Safeguarding	2
Medicine management	3
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reablement training x 3 Reablement train the trainer x 2 Mental capacity training x 1 Supervision training x 1 Data protection x 3 Fire evacuation x 3 Fire warden x 1 Oral care x 2

#### Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1

#### Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	27
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	10
Safeguarding	5
Medicine management	18
Dementia	3
Positive Behaviour Management	18
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reablement training x 18 Fire evacuation x 27 Fire warden x 2 Oral care x 16 End of Life x 10 Emergency First Aid x 2
<p>Contractual Arrangements</p>	
No. of permanent staff	22
No. of Fixed term contracted staff	5
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	3

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.

Shift patterns are from 07:45 – 15.15 / 14.45 -22:15 by day, with night staff covering from 22.00 pm until 8 am the following morning.  
1 x Senior residential care officer and 6 Residential care officers am and pm  
1 Night care officers and 3 Night care assistants by night

Staff Qualifications

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

24

No. of staff working towards the required/recommended qualification

3

Domestic staff

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

5

No. of posts vacant

0

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

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

Induction

0

Health & Safety

0

Equality, Diversity & Human Rights

0

Infection, prevention & control

0

Manual Handling

2

Safeguarding

3

Medicine management

0

Dementia

0

Positive Behaviour Management

4

Food Hygiene

0

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

Fire evacuation x 3

Contractual Arrangements

No. of permanent staff

5

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

No. of Non-guaranteed hours contract (zero hours) staff

0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire evacuation x 2 Emergency First Aid x 1
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5

No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	1
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	Hollies
Telephone Number	01792 882498
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	There is a Welsh Language offer.  We have reviewed various referrals where there are language barriers - in these cases we have used interpreters or utilised other methodologies and the use of google translate, or other staff that are familiar with the language including families and local communities e.g. Churches, mosques.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	89
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	27.67
The maximum weekly fee payable during the last financial year?	643.65

##### Complaints

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>
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Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Rear Garden, Patio Area, Visiting Pod.
Provide details of any other facilities to which the residents have access	Shower Rooms & Toilet facilities.

Communicating with people who use the service

<p style="border: 1px solid green; padding: 5px;">Identify any non-verbal communication methods used in the provision of the service</p>	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As the RI - I ensure regular consultation and engagement is undertaken through various mediums, some listed below though:-</p> <p>Regulation 73 visits where the RI spends time speaking to individuals who use the service.</p> <ul style="list-style-type: none"> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• We have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We are not registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation where nursing care is provided.</p> <p>We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remoteness of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.</p> <p>The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.</p> <p>Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.</p> <p>If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.</p> <p>We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.</p>



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

People can be assured that we have robust safeguarding procedures in place. Safeguarding is everyone's business in every service within the Council.

There is a Corporate Safeguarding Children and Adult Policy last updated April 23.

This links to the Wales Safeguarding procedures 2019.

"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:

- Protection from harm and neglect.
- Safety
- Physical health, emotional well-being, and mental health.
- Maintaining and protecting an individual's human rights
- Contribution to society
- Social and economic well-being.

The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards

We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.

Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.

We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.

Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.

All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.

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

Hollies is situated in the Pontarddulais area of Swansea, which is ideally situated for ease of access to local shops, pubs, restaurants, hairdressers, places of worship and other local amenities.

Hollies residential home offers a reception and foyer area with rooms over two storeys that provide 23 places for long term care 8 of those accommodate long term Dementia care and 8 places accommodate Respite Dementia complex care needs.

The home currently has three separate lounge / unit areas within the home that accommodate eight individuals in each lounge / unit.

The service has 1 passenger lift for access to the above floor.

The home offers a secure locked facility to support individuals to remain safe in the environment. Each bedroom has an Assistive Technology e.g., sensors to alert staff when individuals are requiring support.

There are three unitised lounges / units downstairs

- Downstairs – Bro Celyn, Bro Derwen and Bro Onnen – Dementia Unit

There is a main industrial kitchen within the home and within each unit a dining room area and a lounge area, plus individual bedrooms.

Bedrooms all have washing facilities there is also a large bathroom, shower room and separate toilets on each floor.

The service has an industrial laundry area that support all laundry care requirements for individuals staying at the home.

The service boasts extensive gardens, and a rear car park to accommodate visitors and staff.

If individuals wish to attend religious services and need support to do so this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.

The service will strive to support any individual to meet their own personal beliefs and choices and will help to ensure that the person is able to maintain them through a person-centred approach.

The service promotes a Person Centred and re-enabling approach which encourages individuals to identify and meet their personal outcomes.

The Hollies individuals will be supported with social, hobbies and leisure activities in areas of their interest. If individuals are able to fulfil these without staff support, they are able to come and go as they wish. For those individuals who need support to fu

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	28.01
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

#### Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Other supervisory staff

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	0
Medicine management	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 other training days not listed above.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	25
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	17
Manual Handling	3
Safeguarding	0
Medicine management	20
Dementia	23
Positive Behaviour Management	7
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	7 other training days not listed above.
<p>Contractual Arrangements</p>	
No. of permanent staff	24
No. of Fixed term contracted staff	1
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	25
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns are from 07.45 – 22.00 - 13.30 -22:00 and 9.45 hours - 22.00 hours by day, with night staff covering from 9.45 pm until 8 am the following morning.
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	3 other training days not listed above.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	1
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No



## Service Profile

### Service Details

Name of Service	Maesglas Community Support Unit
Telephone Number	01792586173
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	We have LA staff, who can communicate in different languages. We have Welsh speaking staff in the home. We use Pictures, Menu Cards, activity boards, photos or objects of reference for those who have communication difficulties. We observe body language and eye movements to identify needs. Speech and Language offer advice and assistance with suitable communication method.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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### Fees Charged

The minimum weekly fee payable during the last financial year?	3.87
The maximum weekly fee payable during the last financial year?	169.75

### Complaints

What was the total number of formal complaints made during the last financial year?	56
Number of active complaints outstanding	2
Number of complaints upheld	3
Number of complaints partially upheld	10
Number of complaints not upheld	35
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback.</li> </ul> <p>99.44% of complaints were from one source, the service worked closely with the complaints team to respond appropriately.</p>

### Service Environment

How many bedrooms at the service are single rooms?	10
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	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	The facility also has a small car park and small garden to the surrounding area and is also linked to the day service which adjoins the property. Public transport is easily accessible for access in to the main city centre.
Provide details of any other facilities to which the residents have access	Maesglas CSU is situated next to Cwmbwrla park in the Gendros area of Swansea; It is ideally situated for ease of access to local shops, pubs, restaurants, hairdressers, places of worship, doctor surgeries and other local amenities. Maesglas CSU is a single storey building that is wheelchair accessible and has 10 single bedrooms; 4 bedrooms are fitted with overhead hoists and 2 have en-suite facilities. There is 1 large lounge and 1 small lounge so that guests can spend time with family members when they visit in private. There is a laundry room with sluice. There is a small training kitchen that all residents have access to so that they are able to make themselves a drink, snack or small meal; also an industrial kitchen.

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As the RI - I ensure regular consultation and engagement is undertaken through various mediums</p> <ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We are not Registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation whereby nursing care is provided.</p> <p>We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remoteness of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.</p> <p>The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.</p> <p>Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.</p> <p>If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.</p> <p>We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People can be assured that we have robust safeguarding procedures in place. Safeguarding is everyone's business in every service within the Council.</p> <p>There is a Corporate Safeguarding Children and Adult Policy last updated April 23.</p> <p>This links to the Wales Safeguarding procedures 2019.</p> <p>"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:</p> <ul style="list-style-type: none"> <li>• Protection from harm and neglect.</li> <li>• Safety</li> <li>• Physical health, emotional well-being, and mental health.</li> <li>• Maintaining and protecting an individual's human rights</li> <li>• Contribution to society</li> <li>• Social and economic well-being.</li> </ul> <p>The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards</p> <p>We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.</p> <p>Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.</p> <p>We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.</p> <p>Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.</p> <p>All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.</p>

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

Maesglas CSU is situated next to Cwmbwrla park in the Gendros area of Swansea; It is ideally situated for ease of access to local shops, pubs, restaurants, hairdressers, places of worship, doctor surgeries and other local amenities.

Public transport is easily accessible for access in to the main city centre.

Maesglas CSU is a single storey building providing emergency accommodation for individuals who have a learning disability.

The building is wheelchair accessible and has 10 single bedrooms which are tastefully decorated;

4 bedrooms are fitted with overhead hoists  
2 bedrooms have en-suite facilities.

The facility also has a small car park and small garden to the surrounding area and is also linked to the day service which adjoins the property.

The service has 1 large lounge and a separate small lounge so that guests can spend time with family members when they visit in private.

The service has an appointed Laundry room with sluice to support the laundry care needs for individuals staying at the home.

The service has a small training kitchen that all residents have access to so that they are able to make themselves a drink, snack or small meal; the service also has an industrial kitchen where the resident cook is able to prepare meals.

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)	19.31
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Value based recruitment Comments and complaints Fire evacuation

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stoma care -1 Train the trainer sexuality and personal relationships -1 Sexuality and personal relationships -1 Fire evacuation – 2 Manual handling competency training -2

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

#### Other supervisory staff

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

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	4
Safeguarding	12
Medicine management	0
Dementia	3
Positive Behaviour Management	15
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire evacuation -10 Train the trainer sexuality and personal relationships-1 Sexuality and personal relationships-11 Stoma -2 Reablement training -1 Epilepsy – 2 Emergency First aid - 6
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	4
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.	Shift patterns are from 07:30 – 15:00 /14.30 -22:00 hours by day, with night staff covering from 21.45 p m until 09.00 am the following morning. 5 x Residential care officers morning 6 x Residential care officers afternoon 4 x Residential care officers at night
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	6
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0



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

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

Staff Qualifications

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

Other types of staff

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

##### Service Details

Name of Service	Rose Cross
Telephone Number	01792586499
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	This would depend on an admission to the home. We have reviewed various referrals where there are language barriers - in these cases we have used interpreters or utilised other methodologies and the use of google translate, or other staff that are familiar with the language including families and local communities e.g. Churches, mosques.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	88
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	7.97
The maximum weekly fee payable during the last financial year?	643.65

##### 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?	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• We have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>

#### Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	25
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Rear Garden, Patio Area.
Provide details of any other facilities to which the residents have access	Rear Garden, Patio Area.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As the RI - I ensure regular consultation and engagement is undertaken through various mediums, some listed below though:-</p> <ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family (where applicable) feedback</li> </ul>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We are not registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation where nursing care is provided.</p> <p>We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remote of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.</p> <p>The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.</p> <p>Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.</p> <p>If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.</p> <p>We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.</p>

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

People can be assured that we have robust safeguarding procedures in place. Safeguarding is everyone's business in every service within the Council.

There is a Corporate Safeguarding Children and Adult Policy last updated April 23.

This links to the Wales Safeguarding procedures 2019.

"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:

- Protection from harm and neglect.
- Safety
- Physical health, emotional well-being, and mental health.
- Maintaining and protecting an individual's human rights
- Contribution to society
- Social and economic well-being.

The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards

We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.

Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.

We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.

Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.

All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.

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

Rose Cross House is situated in the Penlan area of Swansea, which is ideally situated for ease of access to local shops, pubs, restaurants, hairdressers, places of worship and other local amenities.

Rose Cross House Residential Home offers large reception and foyer area with rooms over two storeys that provide 23 places for long term care 7 of those accommodate long term Dementia Care and 10 places for Respite/ short term care, for individuals who have a high physical complex care need.

The home currently has four separate unitised houses within the home that accommodate seven to ten individuals in each house.

The service has 2 passenger lifts for access to the above floor.

The home offers a secure locked facility to support individuals to remain safe in the environment. Each bedroom has an Assistive Technology e.g., sensors to alert staff when individuals are requiring support.

There are two unitised houses downstairs and two unitised houses upstairs.

- Downstairs - Camelia / house, Magnolia/ house
- Upper level –Dahlia /house and Aster/house

There is a main industrial kitchen within the home and within each house there is a smaller kitchen dining room area and a lounge area, plus individual bedrooms.

Bedrooms are all en-suite there is also a large bathroom, shower room and separate toilets within each house

The service has an industrial laundry area that supports all laundry care requirements for individuals staying at the home.

The service boasts extensive gardens, and a large car park to accommodate visitors and staff.

The service is adapting its operations in line with Regional Quality Framework to develop the service.

Individual religious preferences will be respected. At Rose Cross House we believe that all individuals have a right to follow / practice any religion of their choice.

We have regular contact with the local churches in the area. Rose Cross House can arrange individual ministers to attend on request.

If individuals wish to attend religious services and need support to do so this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.

The service will strive to support any individual to meet their own person

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	33.26
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
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.	1 x Fire Safety 1 x Data Protection
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	5

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 x date protection 2022 2 x Fire Safety 1 Health and well being 1 Assistant is working on advice and guidance for manager QCF4
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	33
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	23
Equality, Diversity & Human Rights	0
Infection, prevention & control	10
Manual Handling	0
Safeguarding	12
Medicine management	7
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8



Please outline any additional training undertaken pertinent to this role which is not outlined above.	Codes of professional practice 5 Communication 1 Compliments and complaints 9 Contenance care 8 COSHH 7 Cyber security 15 Data Protection 16 Diabetes 8 Display Screen Equipment 7 End of life 2 Equality in practice 6 Fire Safety 10 First Aid 8 Health and well-being 3 Mental Health Awareness1 Nutrition and Hydration 3 Oral Care 5 Personal Care 3 Pressure Care 5 Principles and Values 5 Sensory loss 6 Social Care Wales e learning 6 VAWDASV 4
<b>Contractual Arrangements</b>	
No. of permanent staff	29
No. of Fixed term contracted staff	4
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	28
No. of part-time staff (16 hours or under per week)	2
<b>Typical shift patterns in operation for employed staff</b>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns are from 08:00 – 13:30 / 13.30 -22:00 and 16.30 hours - 22.00 hours by day, with night staff covering from 22.00 pm until 8 am the following morning.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	3
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

#### Catering staff

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

#### Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

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

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

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

#### Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	1

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Laundry Assistants

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 x Fire Safety
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	St. Johns
Telephone Number	+441792 651449
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have reviewed various referrals where there are language barriers - in these cases we have used interpreters or utilised other methodologies and the use of google translate, or other staff that are familiar with the language including families and local communities e.g. Churches, mosques. As the RI - I ensure regular consultation and engagement is undertaken through various mediums.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	41
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Fees Charged

The minimum weekly fee payable during the last financial year?	39.06
The maximum weekly fee payable during the last financial year?	643.65

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?	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• We have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback.</li> </ul>

Service Environment

How many bedrooms at the service are single rooms?	25
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?	7
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The provision has a large patio area to the rear of the property that is secured by tall fencing.
Provide details of any other facilities to which the residents have access	The residents have a large communal area with two lounge areas. There is a medication treatment room and hairdressing facilities.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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.

As the RI - I ensure regular consultation and engagement is undertaken through various mediums, some listed below though:-

Regulation 73 visits where the RI spends time speaking to individuals who use the service.

- Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.
- We also use 6 monthly PERCCI questionnaires.
- We have bi-monthly residents' meetings.
- We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.
- There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback the se include questionnaires and Most Significant Change tools.
- Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback

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

We are not registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation where nursing care is provided.

We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remit of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.

The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.

Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.

If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.

We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.

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

People can be assured that we have robust safeguarding procedures in place. Safeguarding is everyone's business in every service within the Council.

There is a Corporate Safeguarding Children and Adult Policy last updated April 23.

This links to the Wales Safeguarding procedures 2019.

"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:

- Protection from harm and neglect.
- Safety
- Physical health, emotional well-being, and mental health.
- Maintaining and protecting an individual's human rights
- Contribution to society
- Social and economic well-being.

The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards

We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.

Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.

We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.

Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.

All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.

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

St Johns is situated in the heart of the Community in the Manselton area of Swansea, which is ideally situated for easy access to local shops, pubs, restaurants, hairdressers, places of worship and other local amenities.

St Johns has a welcoming foyer area with rooms over two storeys that provide 29 places for long term care.

The home is set out over two floors and has a passenger lift and a stair lift for access to the above floor.

The home offers a secure locked facility to support individuals to remain safe in the environment.

Each bedroom has an Assistive Technology e.g., Sensors to alert staff when individuals are requiring support.

There is a main industrial kitchen within the home.

Bedrooms are not en-suite although there is a large bathroom, shower room and separate toilets on each floor.

The provision has an industrial laundry area that supports all laundry care requirements for individuals staying at the home.

The provision boasts a welcoming patio and gardens, and a car park to accommodate visitors and staff.

If individuals wish to attend religious services and need support to do so this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issues that may arise.

The service will strive to support any individual to meet their own personal beliefs and choices and will help to ensure that the person is able to maintain them through a person-centred approach.

The service promotes a Person Centred and re-enabling approach which encourages individuals to identify and meet their personal outcomes.

St Johns individuals will be supported with social, hobbies and leisure activities in areas of their interest. If individuals can fulfil these without staff support, they are able to come and go as they wish. For those individuals who need support to fulfil their interests, arrangements for this support will be made on an individual basis and included as part of their support plan. If it is not possible to offer the amount of support needed this will also be noted on the support plan with reasons why this cannot be achieved.

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)	29.39
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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



Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The Manager has been placed on a number of training sessions as was absent from the provision for 18 months.</p> <ul style="list-style-type: none"> <li>• VASDOM</li> <li>• Cyber Security</li> <li>• Fire protection</li> <li>• Infection Control</li> <li>• Asbestos</li> <li>• Basis H&amp;S</li> <li>• Premises Management</li> <li>• Comments and Complaints</li> <li>• Data Protection</li> <li>• COSH</li> <li>• Risk assessments</li> <li>• Emergency First Aid</li> <li>• Role and risk management</li> </ul> <p>17 other training days not listed above.</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	18
Safeguarding	3
Medicine management	18
Dementia	0
Positive Behaviour Management	2
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	17 other training days not listed above.
Contractual Arrangements	
No. of permanent staff	19

No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	21
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.	Shift patterns are from 08:00 – 13:30 / 13.30 -22:00 and 16.30 hours - 22.00 hours by day, with night staff covering from 22.00 pm until 8 am the following morning.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	No other additional training to these posts.

Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	3
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	There have been 4 other training sessions attended not on the list.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Laundry Assistant
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Swansea Council Domiciliary Support Services
Telephone Number	01792636243
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?	496
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	21.84

##### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>Yes</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>Yes</p>
<p>British Sign Language (BSL)</p>	<p>Yes</p>
<p>Other</p>	<p>Yes</p>
<p>List 'Other' forms of non-verbal communication used</p>	<p>The team use both PECS &amp; MAKATON to communicate with the children they work with (case specific) Two members of the team are training to Level 2 BSL and 1 member Level 3 to teach others BSL</p>

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Our recent CIW inspection found "People have a voice and inform their personal plan. Overall, people are happy with the care they receive. The RI visits people routinely to obtain their feedback and questionnaires are also circulated to encourage people to share their views to drive improvements in the service." We see lots of examples of how the service supports individuals to exercise their voice and choice and retain control over their daily lives.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Our aim is to provide a range of person-centred domiciliary care and support services that enable individuals to achieve or work towards the achievement of, "What Matters" to them.</p> <p>Feedback received by the service is consistently good, and the staff are often praised for going 'above and beyond' in their support.</p> <p>Our recent CIW inspection confirmed that "People receive the care and support they need through a service designed in consultation with them" and that "Personal plans give a good overview of the individual, their needs and are outcome focussed. Regular reviews take place to ensure changes of needs are addressed in a timely way."</p>



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

Safeguarding people is one of Swansea Council's key priorities. Through its "Safeguarding People in Swansea – Swansea Council Corporate Safeguarding Children and Adults Policy" the local authority promotes Safeguarding as everyone's business and all staff within the service must undertake Safeguarding training.

Our recent CIW inspection found that "People feel safe, secure, and protected from abuse and neglect" and that as a provider we have "comprehensive safeguarding policies and procedures in place which are understood and accessible to staff".

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)	204.36
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

### Staff Type

#### Service Manager

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

#### Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	4
Manual Handling	1
Safeguarding	4
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Codes of professional practice Comments and Complaints Data Protection Disciplinary Investigation Skills Fire Safety First Aid Infection Prevention and Control (IPC) Managing Difficult Conversations Recruitment and Selection Sickness and Absence Management Stress Awareness Violence against women, domestic abuse and sexual violence (VAWDASV)
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	6
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
<div style="border: 1px solid green; padding: 2px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	4
No. of posts vacant	0
<div style="border: 1px solid green; padding: 2px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	2
Dementia	0

Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Domestic Abuse Mental Health Awareness Paediatric First Aid Substance Misuse
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	32
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	10
Equality, Diversity & Human Rights	14
Manual Handling	17
Safeguarding	19
Dementia	11
Positive Behaviour Management	5
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Code of Professional Practice Communication Data Protection End of life Fire Safety First Aid Infection Prevention and Control (IPC) Managing Difficult Conversations Medication Mental Health Awareness Nutrition and Hydration Oral Care Personal Care Pressure Care Sensory loss Stress Awareness Substance Misuse Violence against women, domestic abuse and sexual violence (VAWDASV)
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Contractual Arrangements
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No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	29
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	0

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

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

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.
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Filled and vacant posts
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No. of staff in post	219
No. of posts vacant	22

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	53
Health & Safety	73
Equality, Diversity & Human Rights	69
Manual Handling	55
Safeguarding	94
Dementia	23
Positive Behaviour Management	29
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Code of Professional Practice Communication Continence care Data Protection Diabetes End of life Fire Safety First Aid Infection Prevention and Control (IPC) Medication Mental Health Awareness Nutrition and Hydration Oral Care Personal Care Pressure Care Sensory loss Stress Awareness Substance Misuse Violence against women, domestic abuse and sexual violence (VAWDASV)

#### Contractual Arrangements

No. of permanent staff	209
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	10

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)	23
No. of part-time staff (17-34 hours per week)	169
No. of part-time staff (16 hours or under per week)	17

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	161
No. of staff working towards the required/recommended qualification	15

Other types of staff

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

### Service Details

Name of Service	Ty Cila
Telephone Number	01792516360
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	We have LA staff, who can communicate in different languages. One staff can converse in BSL, others have basic BSL and Makaton knowledge. We use pictures, menu cards, objects of reference, I pads, apps and com boards for people who have difficulty communicating. We observe body language and eye movements to identify needs. Speech and Language offer advice and assistance with suitable communication method.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	67
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### Fees Charged

The minimum weekly fee payable during the last financial year?	18.52
The maximum weekly fee payable during the last financial year?	100.00

### 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	2
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?	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>

### Service Environment

How many bedrooms at the service are single rooms?	12
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Ty Cila has a large accessible mature garden which wraps around the whole of the building, this includes a sensory area, a large pond, lawned areas and patio with a range of seating and outdoor dining areas. Ty Cila has a designated safe area around the Alexandra Suite to ensure individuals have access to fresh air and outdoor activities. There is Wheelchair access to the patio and gardens which can be accessed from each bedroom and communal area.
Provide details of any other facilities to which the residents have access	Ty Cila is situated in the Killay, which is ideally situated for ease of access to local shops, pubs, restaurants, hairdressers, places of worship and other local amenities. There is easy access to the Gower from the Killay area. Ty Cila has 2 suites of 12 single bedrooms which are fitted with overhead hoists and en-suite facilities. Each room has an emergency call bell. There is a large lounge and a sensory area. The Wimmerfield suites have 7 bedrooms 1 of these is for emergencies. It has a large lounge. The Alexandra Suites have 5 bedrooms, two small lounges one has a small kitchen /dining room leading onto a safe garden area. Both suites have access to the sensory room, toilet facilities and a large dining room with a small kitchen area which individuals are encouraged to use. The area can also be used for activities i.e. arts and crafts There is an industrial kitchen and laundry facilities. Ty Cila has a parking area with Disabled parking.

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As the RI - I ensure regular consultation and engagement is undertaken through various mediums</p> <ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback</li> </ul>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We are not Registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation whereby nursing care is provided.</p> <p>We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remoteness of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.</p> <p>The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.</p> <p>Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.</p> <p>If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.</p> <p>We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People can be assured that we have robust safeguarding procedures in place. Safeguarding is everyone's business in every service within the Council.</p> <p>There is a Corporate Safeguarding Children and Adult Policy last updated April 23.</p> <p>This links to the Wales Safeguarding procedures 2019.</p> <p>"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:</p> <ul style="list-style-type: none"> <li>• Protection from harm and neglect.</li> <li>• Safety</li> <li>• Physical health, emotional well-being, and mental health.</li> <li>• Maintaining and protecting an individual's human rights</li> <li>• Contribution to society</li> <li>• Social and economic well-being.</li> </ul> <p>The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards</p> <p>We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.</p> <p>Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.</p> <p>We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.</p> <p>Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.</p> <p>All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.</p>



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

Ty Cila is a modern purpose-built single storey, accessible building that provides short breaks for individuals who have a physical, or learning disability and may have complex health or behavioural support needs. Wheelchair access to the patio and gardens is available from each bedroom and communal area. The building has two connecting suites offering short breaks for a maximum of 12 individuals. however this may be subject to change based on individual needs and outcomes  
 Ty Cila has 2 suites consisting of 12 single bedrooms which are and fitted with overhead hoists and en-suite facilities. We encourage individuals to bring in personal items during their stays Each room has an emergency call bell system to alert staff when individuals require any support. There is a large lounge and a sensory area.  
 The Wimmerfield suites have 7 bedrooms 1 of these is for emergencies. It has a large lounge.  
 The Alexandra Suites have 5 bedrooms, two small lounges one has a small kitchen /dining room leading onto a safe garden area.  
 Both suites have access to the sensory room, toilet facilities and a large dining room with a small kitchen area which individuals are encouraged to use. The area can also be used for activities i.e., arts and crafts There is an industrial kitchen and laundry facilities to support all laundry and nutrition requirements.  
 Ty Cila has a parking area which can accommodate visitors and staff. Disabled parking is available at the front of the building.

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)	34.09
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Collaborative communication Supervision Mental capacity act Diabetes Accident and incident reporting Autism Fire evacuation VNS Risk assessment
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DOLS x 2 Mental capacity act x 2 Epilepsy x 3 Fire evacuation x1 Diabetes x2 Autism x 1 VNS training x 3 Enteral feed (PEG) x2

#### Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

#### Other supervisory staff

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

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

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	31
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	8
Equality, Diversity & Human Rights	10
Infection, prevention & control	15
Manual Handling	8
Safeguarding	14
Medicine management	24
Dementia	8
Positive Behaviour Management	23
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire evacuation x 20 Epilepsy x 18 VNS training x 6 Autism x 5 MIDAS x 5 Diabetes x 10 Enteral feed (PEG) x 18 Enteral feed competencies x 20 Sexuality and relationships x 2 Reablement train the trainer x 2 Emergency First Aid x 21
Contractual Arrangements	
No. of permanent staff	31
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	30

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns are from 07:30 – 15:00 /14.30 -22:00 hours by day, with night staff covering from 21.45 p m until 8.45 am the following morning. 3 x Residential care officers morning 4 x Residential care officers afternoon 3 x Residential care officers at night
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	1
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire evacuation x 2 Diabetes x 2 Enteral feed (PEG) x 1
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Catering staff

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First aid x 1 Fire evacuation x 1

Contractual Arrangements

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

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

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

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
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	Ty Nant
Telephone Number	01792957498
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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##### Fees Charged

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

##### Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All the young people are eligible to receive independent professional advocacy from the local provider, NYAS. Details of the advocacy service are provided in the Young Person Guide and all young people have been repeatedly asked by staff whether they would like to access an advocate. House meetings take place every Saturday. These give young people another opportunity to comment and make suggestions about how the service operates. Standing agenda items include the weekly activity plan, weekly meal plans and any other topics the young people would like to address. There has been a recent introduction of a white board in the kitchen, and young people are encouraged, throughout the week, to write down anything they would like to discuss during their meeting. Initial, mid-point and exit questionnaires are also used to gain feedback from all stakeholders
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#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	At the rear of the property there is a basketball ring and a barbecue on the patio. There are some plastic chairs by the back of the door. On discussion with staff, they feel that the back garden area has lot of potential, however the ground is marshy. There are solid concrete foundations approx. 50 metres from the backdoor which could be used for a summer house, shed etc. that could be used for an activity area or one to one meeting area in the summer.
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 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 supported and actively encouraged to shape the Personal Plan and the identification and scoring of Goals. They are also actively encouraged to attend review meetings.

Stakeholder Feedback . 'During my sessions with \*, \* appeared to be fully involved in being able to give her opinions. \* has regularly attended the Lac reviews and been given the platform to give opinions. I have met all of the young people during visits to Ty Nant over this reporting period. The current young people residing in Ty Nant have been met on a number of occasions, either during more formal reg 73 and reg 80 visits or when I have planned visits to meet staff and management. When speaking to young people I have tried to keep conversations informal, and when on more formal visits, I have explained that I am there to oversee how the home is being managed and to look to make improvements where they are needed. During these conversations young people have consistently said they are happy with the quality of care and have not expressed many problems or concerns. On occasions when I have visited and there has been a previous incident, it has been difficult to get a verbal response. Issues that have been raised focus on their current Deprivation of Liberty arrangements (DoLs), the lack of access to mobile phones and the continuous supervision of staff. When explored further with the young people they are aware as to why these measures are in place, and they have a good understanding that staff are following the guidance set out in the order and their care and support plans. 100% of young people said they feel they are listened to and that they have 'some' choice about their care and support. (Again, the restrictions put in place by their DoLs order was referred to). Two young people added additional comments; "I think I am listened to mainly – but I don't think some staff do listen to me."

"I am but sometimes feel that it is difficult to tell people how I feel on times." All the young people are eligible to receive independent professional advocacy from the local provider, NYAS. The Council contract includes the expectation for the provider to maintain regular contact with the home which is not a benefit enjoyed by children with providers in the private sector.

Details of the advocacy service are provided in the Young Person Guide and all young people have been repeatedly asked by staff whether they would like to access an advocate. House meetings take place every week.

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

The Personal Plan is developed on the young person's admission and reviewed regularly during the young person's stay. Progress against each of these domains is captured in a spreadsheet (the Wellbeing Tracker) by the management team as part of the review process, which requires young people and stakeholders to score 0-10 in line with the progression of the specific goal.

The paperwork and processes aligning to the personal plan have undergone significant changes within the last 6-12 months. Initially in an attempt to streamline the process and make it fit for purpose, however this was not achieved and feedback from the inspection during June 22 stated,

'Personal plans for young people do not have clear aims or personal goals and lack guidance for care staff on how to provide day to day care and manage risk.'

'Documentation relating to young people (impact assessments, personal plans, safety plans, risk assessments and behaviour modification plans) are disjointed and do not provide care staff with clear, joined-up, consistent guidance on working with young people and managing challenging and risky behaviours.'

As a result of this area not being fit for purpose, the Priority Action Notice remained from the previous inspection report, as it stated it impacted on the young people and care staff.

'Young people's well-being is compromised, and they are placed at risk of potential harm. The service provider has failed to ensure appropriate guidance is in place for care staff, to enable them to keep young people safe, promote their well-being and ensure positive outcomes.'

There has been extensive work on redesigning and refocusing the Personal Plan to rectify the issues. This has seen multiple changes to content and templates in the following areas; Provider Assessment, Impact Assessment, Risk Assessment, Behaviour Management Plans (BMP), Personal Plan, Personal Plan review doc., Young person's file – 'All About Me', Process 'Flow' map – staff and Incident Recording format.

The changes in the above areas have led to a process that is now more robust and has reduced the amount of potential risk and harm for young people.

Informal Inspection feedback (November 2022)

'The Personal Plans have improved significantly. The documentation is more structured, and it is clear to see how information informs each part of the process. Information is clear for staff and it all links to the young people's goals and outcomes which are measurable.'

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Inspection that took place during June 2022 commented specifically on the matching and the assessment process of young people at Ty Nant and there was no Provider Assessment in place. As a result, Ty Nant was issued a new Priority Notice under Regulation 14.</p> <p>As previously mentioned there has been new documentation implemented which has improved our admission and assessment processes, ensuring that all risks assessment and matching information is thorough.</p> <p>There is a new Impact Assessment that is being used to determine the 'match' of young people, which is more robust than previous versions. The document is completed by the manager at Ty Nant and the referring professional(s) during the initial professionals meeting.</p> <p>This reduces the chance of Ty Nant making an incorrect 'match' and is therefore an additional improvement in providing a safe environment for the young people. Managers have feedback that at the process to completion can be 'time consuming'.</p> <p>Professional feedback on the process states;          "The new impact assessment is comprehensive and purposeful."          "We found it time consuming as it requires so much detail."          "This is fine when we have planned admissions, however, during emergency situations it could be beneficial to have a more concise version..."</p> <p>Where risks in matching are identified, mitigation is discussed in detail and then categorised 'high, medium, low'. Once all of the areas have been completed, there is a brief summary, and a decision is made.</p> <p>The Provider Assessment has been created and has been populated, retrospectively, for the current young people residing at Ty Nant. Moving forward, this document will be the initial assessment that we undertake as part of the admissions process.</p> <p>When young people were asked 'Do they feel safe at Ty Nant'          "Yes, staff make me feel very safe."          "Yes, I feel safe"          "Yes I fully understand my DOLS order and understand why certain procedures are in place, but I would like to see my family more often."          "I said 10 but my DOLS Order makes it hard for me."</p> <p>Out of the young people who completed the feedback forms. One young person was not able to think of anything at that time. The other young person stated;          "I think Ty Nant is a great place to be honest. I would always choose to come here. All the times I have been here, I have thought it is a great place."          Family members also fed back that they felt their young people are safe and protected at Ty Nant;          100% Strongly agreed with the statement.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Young people are supported and actively encouraged to shape the Personal Plan and the identification and scoring of Goals. They are also actively encouraged to attend review meetings.</p> <p>There is a highly experienced staff team: the managers and full-timers have been in their positions for more than ten years. This is atypical for the sector and a definite positive. Another positive is the high percentage possessing the required qualification. Seven fulltime Residential Childcare Officers possess the required qualifications, and the others are in the process of obtaining theirs.</p> <p>There has been extensive work on redesigning and refocussing the Personal Plan to rectify the issues. This has seen multiple changes to content and templates in the following areas; Provider Assessment, Impact Assessment, Risk Assessment, Behaviour Management Plans (BMP), Personal Plan, Personal Plan review doc., Young person's file – 'All About Me', Process 'Flow' map – staff and Incident Recording format.</p> <p>The changes in the above areas have led to a process that is now more robust and has reduced the amount of potential risk and harm for young people.</p> <p>Informal Inspection feedback (November 2022)          'The Personal Plans have improved significantly. The documentation is more structured, and it is clear to see how information informs each part of the process. Information is clear for staff and it all links to the young people's goals and outcomes which are measurable.'</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 13

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> <li>- mental health</li> <li>- self-harm and suicide</li> <li>- substance use and misuse</li> <li>- county lines</li> <li>- ACEs</li> <li>- Child/young person Exploitation</li> <li>- Promoting better outcomes for children</li> <li>- Teenage brain</li> </ul>	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- mental health - self-harm and suicide - substance use and misuse - county lines - ACEs - Child/young person Exploitation - Promoting better outcomes for children - Teenage brain
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	Ty Waunarlwydd
Telephone Number	01792872255
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	This would depend on an admission to the home.  We have reviewed various referrals where there are language barriers - in these cases we have used interpreters or utilised other methodologies and the use of google translate, or other staff that are familiar with the language including families and local communities e.g. Churches, mosques.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	96
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	28.31
The maximum weekly fee payable during the last financial year?	643.65

##### 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?	<ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• We have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family( where applicable) feedback.</li> </ul>

##### Service Environment

How many bedrooms at the service are single rooms?	39
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?	5
How many communal lounges at the service?	5
How many dining rooms at the service?	5

Provide details of any outside space to which the residents have access	Enclosed secure garden, patio areas to all units to allow individuals to safely access the garden area.
Provide details of any other facilities to which the residents have access	Enclosed secure garden, foyer area, day centre rooms, medication sterile room, hairdresser room as well as dining facilities in all units.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As the RI - I ensure regular consultation and engagement is undertaken through various mediums.</p> <ul style="list-style-type: none"> <li>• Regulation 73 visits where the RI spends time speaking to individuals who use the service.</li> <li>• Quality Observations undertaken 6 monthly where individuals who use the service are interviewed about their experiences of staying at the service.</li> <li>• We also use 6 monthly PERCCI questionnaires.</li> <li>• we have bi-monthly residents' meetings.</li> <li>• We also use personal outcomes to capture individuals' story and what matters to them. These are reviewed in quarterly meetings with the individuals and their family where applicable to review their progression.</li> <li>• There are additional quality monitoring mechanisms in place, for staff, stakeholders, and family members to give feedback these include questionnaires and Most Significant Change tools.</li> <li>• Managers questionnaires where we review and evaluate where we have listened to individuals and their family (where applicable) feedback</li> </ul>



<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We are not registered to provide nursing care. If an individual's needs change or there is deterioration in health, which requires a level of nursing care, then a relevant nursing care assessment will be requested to best support their individual needs. If an individual is deemed, as having nursing needs then the expectation would be for the individual to move on to accommodation where nursing care is provided.</p> <p>We have good health care support from the local surgeries and can access the central hub. If possible, individuals will be supported to use their own GP. Where this is not possible due to the remoteness of individual's surgery location, then staff will support the individual when using the local GP. We can access support for an individual that require district-nursing care if appropriate.</p> <p>The service has strong links with health professionals including district nurses, speech and language therapists, physiotherapists, and occupational therapists; when needed we are also able to access services through care manager referral or ringing through to the central access point.</p> <p>Individuals will be supported in all areas of their physical and emotional health needs by using health care professionals, considering cultural or religious concerns.</p> <p>If individuals wish to attend religious services and need support to do so, this will form part of the individual support plan. If it is not possible to offer the amount of support needed, this will also be recorded on the support plan with reasons why it cannot be achieved. Individual's cultural or religious needs will also be met with consideration given regarding meals cooked and prepared, choice of clothing and other issue that may arise.</p> <p>We promote a healthy lifestyle individual are well informed and wherever possible take responsibility for their own health and well-being. Everyone is supported to achieve the best level of health and well-being possible, living longer, healthier lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People can be assured that we have robust safeguarding procedures in place. Safeguarding" is everyone's business in every service within the Council.</p> <p>There is a Corporate Safeguarding Children and Adult Policy last updated April 23.</p> <p>This links to the Wales Safeguarding procedures 2019.</p> <p>"Safeguarding" is a much wider concept than the protection of children and adults. It involves the promotion of rights, supporting individuals to live safely and Safe Governance minimising risk, in line with part 7 of the Social Services and Wellbeing (Wales) Act 2014 everyone has a duty to report safeguarding concerns to the LA. where possible, and the protection of citizen rights within the following areas of well-being:</p> <ul style="list-style-type: none"> <li>• Protection from harm and neglect.</li> <li>• Safety</li> <li>• Physical health, emotional well-being, and mental health.</li> <li>• Maintaining and protecting an individual's human rights</li> <li>• Contribution to society</li> <li>• Social and economic well-being.</li> </ul> <p>The service works in line with the Mental Capacity Act and the Deprivation of Liberty Safeguards</p> <p>We have a dedicated safeguarding team, who are there to support and advise teams on the appropriate route to address any safeguarding concerns.</p> <p>Reports are sent to the Lead co-ordinator of the team, providing a consistent approach to safeguarding.</p> <p>We are clear on our responsibilities and the need for prompt action in the event of a safeguarding incident to ensure individuals can be confident that any concerns are dealt with promptly and in line with the policy.</p> <p>Our ethos is one of openness and transparency and we are confident and knowledgeable on what to do should we have a concern.</p> <p>All staff within the service must undertake Safeguarding training at the level appropriate to their role and ensure they undertake refresher training every 3 years Staff are encouraged to download the adult safeguarding app on their phone.</p>

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

Ty Waunarwydd is situated in the Waunarwydd area of Swans ea, which is ideally situated for ease of access to local shops, pubs, restaurants, hairdressers, places of worship and other local amenities.

Ty Waunarwydd residential home offers large reception and foyer area with rooms over two storeys that provide 32 places for long term care and 7 places for assessment/ short term care, for individuals living with dementia.

The home currently has five separate unitised houses within the home that accommodate eight individuals to each house. The service has a passenger lift for access to the above floor. The home offers a secure locked facility to support individuals to remain safe in the environment. Each bedroom has an Assistive Technology e.g., sensors to alert staff when individuals are requiring support.

There are three unitised houses downstairs and two unitised houses upstairs.

- Downstairs - Ty Login / house, Ty Victoria/ house, Ty Roseland/house,
- Upper level -Ty Westfield/house and Ty Brithwen/house

There is a main industrial kitchen within the home and within each house there is a smaller kitchen dining room area and a lounge area, plus individual bedrooms.

Bedrooms are not en-suite although there is a large bathroom, shower room and separate toilets within each house.

The service has an industrial laundry area that support all laundry care requirements for individuals staying at the home.

The service boasts extensive gardens, and a large car park to accommodate visitors and staff.

Ty Waunarwydd individuals will be supported with social, hobbies and leisure activities in areas of their interest. If individuals are able to fulfil these without staff support, they are able to come and go as they wish. For those individuals who need support to fulfil their interest, arrangements for this support will be made on an individual basis and included as part of their support plan. If it not possible to offer the amount of support needed this will also be noted on the support plan with reasons why this cannot be achieved.

Individual religious preferences will be respected. At Ty Waunarwydd we believe that all individuals have a right to follow / practice any religion of their choice.

We have regular contact with the local churches in the area. Ty Waunarwydd has a lay preacher that makes regular visits to individuals at the service.

If individuals wish to attend religious services and need support to do so.

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)	55.27
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

#### Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

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

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 x Fire Safety
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	53
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	16
Safeguarding	9
Medicine management	36
Dementia	19
Positive Behaviour Management	25
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reablement Training x 2 Fire Safety 23
<p>Contractual Arrangements</p>	
No. of permanent staff	53
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	52
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns are from 07.30-15.00 hours /14.30-22.00 hours by day, with night staff covering from 21.45 pm until 8 am the following morning.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	47
No. of staff working towards the required/recommended qualification	6

Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 x Fire Safety
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

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

#### Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

#### Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	2 x Laundry Assistants - covering the laundry within the home. 1 x OTA = Occupational Therapy Staff



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