

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: Community Case Management Services Limited

The provider was registered on: 27/03/2023

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

The regulated services delivered by this provider were:

Community Case Management Services

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Community Case Management Services

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

Community Case Management Services

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Community Case Management Services

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Community Case Management Services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Community Case Management Services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
Community Case Management Services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	28/03/2023
Responsible Individual(s)	Margaretha Sargent
Manager(s)	
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>CCMS do not employ care staff. Social care workers are employed by the client directly, mostly this is via their Trust or COP Appointed Deputy.</p> <p>The trustee or deputy authorises the cost of annual core & mandatory training, any bespoke training & competencies. Bespoke training is provided by the client's MDT and/or NHS professionals. Audits are undertaken by the Registered Manager.</p> <p>CCMS Case managers update mandatory training annually.</p> <p>Training & CPD is underpinned by the policies of CCMS for all</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>CCMS manage recruitment & retention on the client & employer's behalf. CCMS HR team ensure lawful frameworks & regulations are adhered to, inc. advertising, screening, rights to work & onboarding due diligence. A social care worker has a contract setting out their hourly rate of pay which is reflective of the complexity of care for the client. The hourly rate is dictated by the care expert (pre-settlement) or as part of the award settlement. These rates are historically higher than market rates</p>

Service Profile

Service Details

Name of Service	CCMS Cardiff and Vale
Telephone Number	01608 682522

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 at present. This is client led.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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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?	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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM). The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so. Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met. We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	objects of reference, gestures and verbal language of carers, observation of client, pointing / indication to yes / no. Eye Gaze

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>CCMS works with each client and structures their support around their individual needs. The clients are provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.</p> <p>A CCMS client in Cardiff is non-verbal and is supported by his 24/7 team, in his own home. His case manager monitors and reviews the client's goals and works collaboratively with the MDT. An Assistive Technology Consultant and SLT are part of the MDT. They support the client to use his Eyegaze, input into the care plan and provide training to his team. He can use this as a tool to communicate, control his environment and this helps to promote his independence. The client combines his Eyegaze with other communication aids to let his support team know what his day-to-day choices are. He chooses what he wants to eat each day, who he wants to spend time with and also where he wants to go on holiday. He has started to use his Eye-gaze and Vocochat to choose his hot drink and what he wants to listen to when he is having meals. His big-mac buttons have been pre-recorded using a Welsh accent, so it is more familiar to him. It is also supporting him to communicate and select funny phrases with his father and his team.</p> <p>Another client, who is under 18, finds using her voice difficult and this can cause her frustration. Her support team have spent time to learn her verbal and non-verbal communication so they can understand her better. Her support team ask her lots of questions so that she can express how she feels. The client uses her eyegaze and mobile phone to send messages to her team, case manager and the professionals who provide her therapies. This enables her to make decisions about her care and how she wants to spend her time when she is not at school. Recently the client expressed a wish to go dancing as she loves music and movement in her wheelchair. A wheelchair accessible dance group was found, and the client has attended sessions and she shared how she has enjoyed these sessions during the CCMS and client contact review meeting with the Registered Manager.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The two clients residing in the Cardiff & Vale area continue to live in their own homes. One with a 24/7 brain injury specialist dedicated team in place. The other, at home with her family and daily support. Each client's own COP Deputy has appointed a CCMS case manager and authorised the appointment of independent therapists as recommended by the case manager.</p> <p>The case manager works with the client's private and statutory therapists to provide individualised care plans and support programmes that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These are shared with the client's team, who document the care provided in their daily reports. This feedback helps to refine the strategies that are recommended to meet the client's health and wellbeing. The case manager makes regular contact with the client, family and team to assess the progress against the plans and goals, which is then fed back to the therapy team and fundholder. There are regular MDT meetings, which are attended by the independent and NHS clinical and health professionals.</p> <p>A client in the Cardiff & Vale area is currently being supported by his Neuro-Physiotherapists with his postural management. They use an Intrathecal Baclofen Pump to reduce his tone and spasms, while also working on his strength and standing position. This is one of the cohesive approaches being undertaken by the MDT to improve his overall wellbeing, which is overseen by the case manager and strategies are then shared with the client's social care worker team. This is reflected in the support team's daily recording of how they communicate with the client to find out what he wants to do and then support him to carry out the stretches as directed by his therapy team.</p>

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

CCMS, each social care worker and the professionals that work with our clients, are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's teams are provided with regular opportunities to renew their information and are reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.

Clients, families, friends, statutory & private therapists and clinicians are encouraged to raise any concerns at any time to CCMS. Clients and their families are provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we have planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.

Clients who do not have capacity for their finance and affairs have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.

One of our clients in the Cardiff & Vale area has independent advocacy and numerous COP appointed professionals who have met with him to ensure his rights are respected and upheld. To ensure he is protected from abuse and neglect.

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)	2
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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
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No. of posts vacant	0
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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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Filled and vacant posts

No. of staff in post	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
Manual Handling	1
Safeguarding	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.	Medication management
<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 social care worker	0
No. of staff working towards the required/recommended qualification	0
<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?	No
<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	CCMS Cwm Taff Morgannwg
Telephone Number	01608 682522
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 - this is client led

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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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?	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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM). The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so. Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met. We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>When the service has a client in this area, CCMS will work with the client and will structure their support and their team around their individual needs. The clients will be provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers will undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.</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>When there is a client in this area, the client's COP Deputy/Trustee will appoint a CCMS case manager and authorise the appointment of independent therapies, as recommended by the case manager.</p> <p>The case manager will work with the client's private and statutory therapists to provide individualised care plans that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These will be shared with the client's team, who will document the care provided in daily reports. This feedback will help to refine the strategies that are recommended to meet a client's health and wellbeing. The case manager will make regular contact with the client, their family and their team to assess the client's progress against the plans and goals, which will then be fed back to the therapy team and fundholder. There will be regular MDT meetings, which will be attended by the independent and NHS clinical and health professionals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>When the service has a client in this area, CCMS will ensure that at each social care worker and the professionals that work with our clients are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's team will be provided with regular opportunities to renew their information reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.</p> <p>Clients, families, friends, statutory & private therapists and clinicians will be encouraged to raise any concerns at any time to CCMS. Clients and their families will be provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we will carry out planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.</p> <p>Clients who do not have capacity for their finance and affairs will have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.</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) 1

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

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

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

Service Details

Name of Service	CCMS Gwent
Telephone Number	01608 682522
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 - this is client led

Service Provision

People Supported

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

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate 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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM). The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so. Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met. We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<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>CCMS works with each client and structures their support around their individual needs. The clients are provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.</p> <p>The client in the Gwent area is a young person who is non-verbal and lives at home with his family. His mother is an integral part of his support structure as she makes a lot of decisions on his behalf. His support team have spent time with his MDT therapists to improve his communication and learn positive behaviour therapies. They have introduced a communication book to help him express his feelings and let his team know what he wants. The client is also encouraged to use yes/no and a bespoke method of 'reach and touch' to help him express his decisions and consent to his care. His SLT is currently assessing the client for high tech communication aids and costs will be sent to the fund holder for a decision on whether this can be purchased for the client.</p> <p>The client has a psychologist who works with him and his support team to understand how the client's brain injury affects his behaviour and understanding of how he and his mother require support.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The client residing in the Gwent area is supported to continue living in his own home with his mother. He has a 24/7 social care worker team in place. The client's COP Deputy has appointed a CCMS case manager and authorised the appointment of independent therapies, as recommended by the case manager.</p> <p>The case manager works with the client's private and statutory therapists to provide individualised care plans that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These are shared with the client's team, who document the care provided in their daily reports. This feedback helps to refine the strategies that are recommended to meet the client's health and wellbeing. The case manager makes regular contact with the client, his mother and his team to assess the progress against the plans and goals, which is then fed back to the therapy team and Deputy. There are regular MDT meetings, which are attended by the independent and NHS clinical and health professionals.</p> <p>The client in the Gwent area has specific clinical care needs, which are provided by trained agency nurses in addition to his social care worker team. All members of the client's team receive specialist training and competency assessment to ensure they can meet the client's health needs.</p> <p>His Occupational Therapist has sessions with him in school and is working with his mum to put sensory equipment and a climbing frame in his home. His psychologist is working with him and his team to help promote positive behaviour strategies. His case manager has established good communication with his school to promote collaborative working and continuity between home and school.</p>

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

CCMS, each social care worker and the professionals that work with our clients are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's teams are provided with regular opportunities to renew their information and are reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.

Clients, families, friends, statutory & private therapists and clinicians are encouraged to raise any concerns at any time to CCMS. Clients and their families are provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we have planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.

Clients who do not have capacity for their finance and affairs have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.

The client in Gwent lives with his mother and where there have been concerns raised about potential abuse, these have been brought to the attention of the case manager and escalated, in line with CCMS policies and procedures to the Clinical Governance Team. CCMS work in collaboration with the Deputy/Trustee to ensure that allegations are reported in line with regulatory requirements and where social care workers are involved, in line with employment law advice.

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)	1
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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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

Does your service structure include roles of this type?	No
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	CCMS North Wales
Telephone Number	01608 682522
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 - this is client led

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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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?	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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM).</p> <p>The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so.</p> <p>Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met.</p> <p>We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

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.

When the service has a client in this area, CCMS will work with the client and will structure their support and their team around their individual needs. The clients will be provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers will undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.

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.

When there is a client in this area, the client's COP Deputy/Trustee will appoint a CCMS case manager and authorise the appointment of independent therapies, as recommended by the case manager.

The case manager will work with the client's private and statutory therapists to provide individualised care plans that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These will be shared with the client's team, who will document the care provided in daily reports. This feedback will help to refine the strategies that are recommended to meet a client's health and wellbeing. The case manager will make regular contact with the client, their family and their team to assess the client's progress against the plans and goals, which will then be fed back to the therapy team and fundholder. There will be regular MDT meetings, which will be attended by the independent and NHS clinical and health professionals.

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

When the service has a client in this area, CCMS will ensure that at each social care worker and the professionals that work with our clients are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's team will be provided with regular opportunities to renew their information reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.

Clients, families, friends, statutory & private therapists and clinicians will be encouraged to raise any concerns at any time to CCMS. Clients and their families will be provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we will carry out planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.

Clients who do not have capacity for their finance and affairs will have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.

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)	1
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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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

Does your service structure include roles of this type?	No
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	CCMS West Glamorgan
Telephone Number	01608 682522
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 - this is client led.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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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?	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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM).</p> <p>The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so.</p> <p>Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met.</p> <p>We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

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.

When the service has a client in this area, CCMS will work with the client and will structure their support and their team around their individual needs. The clients will be provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers will undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.

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.

When there is a client in this area, the client's COP Deputy/Trustee will appoint a CCMS case manager and authorise the appointment of independent therapies, as recommended by the case manager.

The case manager will work with the client's private and statutory therapists to provide individualised care plans that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These will be shared with the client's team, who will document the care provided in daily reports. This feedback will help to refine the strategies that are recommended to meet a client's health and wellbeing. The case manager will make regular contact with the client, their family and their team to assess the client's progress against the plans and goals, which will then be fed back to the therapy team and fundholder. There will be regular MDT meetings, which will be attended by the independent and NHS clinical and health professionals.

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

When the service has a client in this area, CCMS will ensure that at each social care worker and the professionals that work with our clients are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's team will be provided with regular opportunities to renew their information reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.

Clients, families, friends, statutory & private therapists and clinicians will be encouraged to raise any concerns at any time to CCMS. Clients and their families will be provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we will carry out planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.

Clients who do not have capacity for their finance and affairs will have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.

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)	1
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

Does your service structure include roles of this type?	No
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	CCMS West Wales
Telephone Number	01608 682522
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 - this is client led

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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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?	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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM).</p> <p>The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so.</p> <p>Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met.</p> <p>We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

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.

When the service has a client in this area, CCMS will work with the client and will structure their support and their team around their individual needs. The clients will be provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers will undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.

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.

When there is a client in this area, the client's COP Deputy/Trustee will appoint a CCMS case manager and authorise the appointment of independent therapies, as recommended by the case manager.

The case manager will work with the client's private and statutory therapists to provide individualised care plans that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These will be shared with the client's team, who will document the care provided in daily reports. This feedback will help to refine the strategies that are recommended to meet a client's health and wellbeing. The case manager will make regular contact with the client, their family and their team to assess the client's progress against the plans and goals, which will then be fed back to the therapy team and fundholder. There will be regular MDT meetings, which will be attended by the independent and NHS clinical and health professionals.

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

When the service has a client in this area, CCMS will ensure that at each social care worker and the professionals that work with our clients are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's team will be provided with regular opportunities to renew their information reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.

Clients, families, friends, statutory & private therapists and clinicians will be encouraged to raise any concerns at any time to CCMS. Clients and their families will be provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we will carry out planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.

Clients who do not have capacity for their finance and affairs will have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.

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)	1
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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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

Does your service structure include roles of this type?	No
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	CCMS Powys
Telephone Number	01608 682522
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 - this is client led.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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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?	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?	<p>The Responsible Individual & Registered Manager meet at least every 3 months with clients in Wales to ensure they are well & happy with their team and case managers (CM).</p> <p>The appointed CM for each client will meet with them, their family and their team as often as weekly, fortnightly or monthly, with pre-approval & authorisation from trustee/deputy. Ensuring care & the rapies continue to meet client's need & the social care workers are suitably skilled & supported to do so.</p> <p>Complaints are managed formally. The RI, RM or Operations Manager will make direct contact with the complainant & offer to meet with them to understand the nature of their complaint. Ensuring that any duty of candour is met.</p> <p>We offer a range of opportunities for clients, their families and social care workers to raise complaints, concerns, praise or feedback in a way they feel comfortable, including online forms, email, telephone calls, face to face meetings, quality assurance interviews and supervision & appraisal.</p>

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.

When the service has a client in this area, CCMS will work with the client and will structure their support and their team around their individual needs. The clients will be provided with guidance and opportunity to communicate with their case manager, therapists and social care workers. The social care workers will undertake their roles in the client's home, following care plans, support programmes and risk assessments that are bespoke to each client's own rehabilitation with a focus on developing and optimising independence.

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.

When there is a client in this area, the client's COP Deputy/Trustee will appoint a CCMS case manager and authorise the appointment of independent therapies, as recommended by the case manager.

The case manager will work with the client's private and statutory therapists to provide individualised care plans that consider the client's specific health and holistic needs, rehabilitation plans and their preferences. These will be shared with the client's team, who will document the care provided in daily reports. This feedback will help to refine the strategies that are recommended to meet a client's health and wellbeing. The case manager will make regular contact with the client, their family and their team to assess the client's progress against the plans and goals, which will then be fed back to the therapy team and fundholder. There will be regular MDT meetings, which will be attended by the independent and NHS clinical and health professionals.

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

When the service has a client in this area, CCMS will ensure that at each social care worker and the professionals that work with our clients are aware of their responsibilities to report any concerns they may have to keep the client and others safe from abuse or neglect. The client's team will be provided with regular opportunities to renew their information reminded of this as part of their mandatory training, in line with the National safeguarding training, learning and development standards. CCMS have policies and procedures in place to set out what is expected for those who work with our clients, in line with The Social Services and Well-being (Wales) Act 2014.

Clients, families, friends, statutory & private therapists and clinicians will be encouraged to raise any concerns at any time to CCMS. Clients and their families will be provided with opportunities to do this online, or in person during meetings with their case manager or contact review meetings with the RI or RM. In addition to this we will carry out planned and unplanned visits and welcome other professionals' requests to do so, with little or no warning, should there be a need to. Where appropriate, CCMS reports to regulatory bodies as part of a transparent approach, if concerns or queries are raised in relation to the quality of care, or risk of abuse or neglect. Additionally we also welcome multi-agency working, audit and review with CIW, OPG/COP, SCW, DBS and ICO.

Clients who do not have capacity for their finance and affairs will have a COP Appointed Deputy. This helps to protect the client from potential financial abuse.

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)	1
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Data Security Preventing Radicalisation Managing and preventing medication errors Professional boundaries Buccal Midazolam

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

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