

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:	Complete Care Plus Ltd
The provider was registered on:	05/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Willow House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/09/2020
Responsible Individual(s)	Tina Heard
Manager(s)	Beverly Murphy
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Hazel House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	23/12/2020
Responsible Individual(s)	Tina Heard
Manager(s)	Amy Thomas
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Sycamore House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/03/2022
Responsible Individual(s)	Tina Heard
Manager(s)	Jenna Blackwell
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Poplar House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/04/2019
Responsible Individual(s)	Tina Heard
Manager(s)	Yvonne Cooper
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Rowan House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	09/01/2020
Responsible Individual(s)	Tina Heard
Manager(s)	Madison Matthews
Maximum number of places	1
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	Training needs for staff are identified via supervision and appraisal and their Personal Development Plans. Information is gathered via Monthly and Quarterly audit reports and fed to Senior Management Board and Meetings. All staff undertake an induction, have access to an online training hub, Physical Intervention and refresher training is planned in advance or when needed, and some training has been developed and delivered inhouse, eg, training for seniors and shift leaders.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The Company website was refreshed to include updated information; a HR Officer was appointed to lead on recruitment, our Staff Development Policy and Recruitment and Retention Policy was updated to include incentives for retaining staff, eg, Refer a Friend Scheme. Managers committed to weekly interview slots in order to expedite applications as soon as possible. Senior staff and Managers were developed and promoted from within the Company.

Service Profile

Service Details

Name of Service	Hazel House
Telephone Number	01656667241
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?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	9680
The maximum weekly fee payable during the last financial year?	9680

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>All young people receive a copy of the Young Person's Guide prior to admission which outlines the ways in which their voice will be heard.</p> <p>All young people have key work sessions which are documented. Young people can choose their keyworker.</p> <p>All young people are made aware of the Complaints Procedure.</p> <p>All young people are supported on a 1:1 or 2:1 basis so have easy access to staff and also have access to the Manager of the home.</p> <p>Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home.</p>

Service Environment

How many bedrooms at the service are single rooms?	2
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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small front garden at the home and a large rear garden. The rear garden has a lawn area, decking area and flower beds. Young people are encouraged to use the garden, undertake planting and use the garden for activities.
Provide details of any other facilities to which the residents have access	The home has a comfortable lounge with a tv and sofas. There is a separate dining room, also with a tv. The kitchen is well appointed and homely.

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 guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Staff have been consistent in their approach and application, carefully planning keyworker sessions and discussions around the young people's needs to aid them with their goals. Young people in the home are settled and achieving positive outcomes. Young people have outcome focussed personal plans which provide staff with clear guidance to meet young people's care and support needs. Young people are involved in creating and reviewing these documents and progress towards achieving outcomes is measured. Young people are able to make decisions about their lives and are supported to do this. Young people have said that they feel accepted by staff and that they feel comfortable to talk to staff about anything and everything.</p> <p>Staff have supported young people to develop life skills to the point that young people are ready to move on to independent living. Staff have supported young people with budgeting and shopping and encouraged better communication and styles of communication with others.</p> <p>Young people have spoken about having lots of good memories of their time in the home and of being excited to have their first positive move on.</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>Young people are listened to, given choices where possible and their views are respected. They are encouraged to have a say in the running of the home. Greater emphasis has been paid recently to encouraging the coproduction of plans for young people and identifying their preferred outcomes.</p> <p>Young people have opportunities for one to one discussions with staff during keywork sessions which are planned and recorded.</p> <p>Young people can do things that matter to them including family contact and socialising with friends and staff encourage and support this element of their lives. Staff encourage young people to engage with hobbies and activities.</p> <p>Young people have access to various health services and staff support and encourage young people to attend.</p> <p>Staff support and encourage young people to budget weekly allowances by giving them control of food budgets and menu planners - this is done in a staged approach by guiding young people in how a healthy meal planner should look to ensure a balanced diet is achieved for their ongoing health and wellbeing.</p> <p>Young people are encouraged and supported to join and attend a local gym. Young people are encouraged and supported to reconnect with friends in their local area and to develop and maintain contact prior to returning to that area. A young person was supported to gain two part time jobs in the local area, both of which were successful in building self esteem and confidence.</p> <p>Care staff spend regular one to one time with young people to help support and develop their independence skills. Young people learn to cook, do their own laundry and use public transport. Young people are supported to manage their money in line with their care plan.</p> <p>Staff have supported a young person through the process of an educational assessment in order to identify the most suitable education provision.</p> <p>Staff have undertaken specialist training and research in order to maximise their ability to support the specific and complex needs of a young person.</p> <p>Staff demonstrate an understanding of the young person's needs and the young person's self development in recognising their own emotions as well as the coping mechanisms they have developed with staff support.</p> <p>Staff have helped young people to develop improved routines and to remain settled in the home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are safe, and they tell us that they feel safe. Incident reports and physical intervention logs show a consistent management oversight. Care staff have received safeguarding training and understand their responsibility in safeguarding and protecting young vulnerable people.</p> <p>Staff are trained in the use of Physical intervention, but this remains a last resort. Incidents of negative behaviour are minimal, there were no safeguarding incidents and no missing episodes during this period.</p> <p>Staff have successfully implemented de escalation techniques with young people, and these are included in the personal plan.</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 live in a home that meets their needs and supports them to develop independent living skills. The home is clean and comfortable and the young people are encouraged to personalise their bedroom and contribute to choosing decoration and soft furnishings for the home. No damage was caused to the home by young people.</p> <p>Regular health and safety checks are carried out as part of the daily routine for the home and are monitored via monthly and quarterly audits by Managers</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)	9
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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	2
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Infection, prevention & control	2
	Manual Handling	0
	Safeguarding	2
	Medicine management	2
	Dementia	1
	Positive Behaviour Management	2
	Food Hygiene	2
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Manager attended specifically commissioned training pertinent to meeting the individual needs of the young person in placement.
	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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	5
Manual Handling	0
Safeguarding	7
Medicine management	5
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	7 staff have undertaken training in Adverse Childhood Experiences 7 staff have undertaken Fire Training 2 staff have undertake bespoke training for Shift Leaders. 2 staff have undertaken specifically commissioned training in relation to the complex needs of a young person.
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance officer - covers all of the homes. Maintains a schedule of routine works and decoration in each home. Undertakes DIY and furniture assembly. Responds to emergency situations relating to damage or other urgent issue. Maintains the lawns and grounds of each home.
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	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Service Profile

Service Details

Name of Service	Poplar House
Telephone Number	01656771949
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?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	4840
The maximum weekly fee payable during the last financial year?	4840

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>All young people receive a copy of the Young Person's Guide prior to admission which outlines the ways in which their voice will be heard.</p> <p>All young people have key work sessions which are documented. Young people can choose their keyworker.</p> <p>All young people are made aware of the Complaints Procedure.</p> <p>All young people are supported on a 1:1 or 2:1 basis so have easy access to staff and also have access to the Manager of the home.</p> <p>Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home.</p>

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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden at the rear of the home, with a lawn, patio area and with flower beds, shrubs and a picnic bench.
Provide details of any other facilities to which the residents have access	There is a separate games room with a tv which young people use for gaming. Each young person has a tv in their room and there is one in the lounge. Board games are also available. The home also has a home gym in one of the out buildings at the property for use by the young people.

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.

Children living in the home receive care and support tailored to their individual care and support needs which are often complex. They are listened to and treated with respect and dignity. There are established systems and structures for care planning. Staff promote children's personal development. They are encouraged and supported to develop independent living skills. The young people have outcome focused personal plans which provide staff with clear guidance to meet children's care and support needs. Personal plans are consistent and joined up with their behavioural management plan and risk assessments. We do need to improve upon how we evidence the involvement of young people in the development and review of their plans. As there usually three young people living in the home, a weekly House Meeting is held in order to address any issues or requests as they arise and to ensure harmony within the home. Staff support young people to complete weekly activity planners and a menu planner for the week. Young people can participate in shopping for the home.

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

Young people are listened to, given choices where possible and their views are respected. They are encouraged to have a say in the running of the home. Greater emphasis has been paid recently to encouraging the coproduction of plans for young people and identifying their preferred outcomes. Young people have opportunities for one to one discussions with staff during keywork sessions which are planned and recorded. Young people can do things that matter to them including family contact and socialising with friends and staff encourage and support this element of their lives. Staff encourage young people to engage with hobbies and activities. Young people have access to various health services and staff support and encourage young people to attend. Staff support and encourage young people to budget weekly allowances by giving them control of food budgets and menu planners - this is done in a staged approach by guiding young people in how a healthy meal planner should look to ensure a balanced diet is achieved for their ongoing health and wellbeing. Young people are able to join a gym and are supported to attend. Young people can also use the gym in an outbuilding in the home. There is a good deal of evidence available that demonstrates the really good quality relationships that exist between the young people and staff. The young people are supported and encouraged to attend school or engage with alternative education provision. Staff encourage young people to participate in a range of activities in the home and in the community. Young people are encouraged by staff to complete weekly activity planners to ensure that they can engage in their chosen activities. All young people are supported to access health services and where required, specialist services. Staff work closely with specialist staff who attend the home to support young people. Staff have positive open dialogues with all those supporting the young people to achieve best outcomes. The number of missing episodes from the home have greatly reduced and the young persons seem settled. Staff show a great deal of care and attention when dealing with personal hygiene issues of young people in the home and to show respect and dignity at all times.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The young people tell us that they feel safe in the home. Staff have a good understanding and are confident about their safeguarding responsibilities and how to report any concerns. Procedures are in place to protect young people from harm and abuse. Appropriate security measures are in place at the home.</p> <p>There are systems in place to record incidents including physical interventions. All staff are trained in physical intervention which is used only as a last resort. De briefs are always carried out. Staff utilise de escalation and defusion techniques.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The young people are encouraged to personalise their bedrooms and to contribute to choices of colour schemes throughout the home and choice of soft furnishings.</p> <p>Very little damage has been caused in the home.</p> <p>The young people requested that the former education room be converted into a gaming room. This was achieved with input from the young people where they chose the colour scheme and design.</p> <p>An Inspection of the home during this period identified improvements required in the home. A significant schedule of work has been undertaken to redecorate the whole house, the purchase of new furniture and the refurbishment of the kitchen and bathrooms.</p> <p>Young people have been involved in this process as much as possible.</p> <p>The Manager has worked hard with the staff team to ensure that all matters relating to the environment of the home are given priority and additional Responsible Individual visits have been undertaken.</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)	12
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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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	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.	
<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>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	8
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	7
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Seven Staff have undertaken training in relation to Adverse Childhood Experiences 1 member of staff attended bespoke Company training for senior staff Nine staff have undertaken Fire Training
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance officer - covers all of the homes. Maintains a schedule of routine works and decoration in each home. Undertakes DIY and furniture assembly. Responds to emergency situations relating to damage or other urgent issue. Maintains the lawns and grounds of each home.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Service Profile

Service Details

Name of Service	Rowan House
Telephone Number	01656507415
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?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	8360
The maximum weekly fee payable during the last financial year?	8360

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	1
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>All young people receive a copy of the Young Person's Guide prior to admission which outlines the ways in which their voice will be heard.</p> <p>All young people have key work sessions which are documented. Young people can choose their keyworker.</p> <p>All young people are made aware of the Complaints Procedure.</p> <p>All young people are supported on a 1:1 or 2:1 basis so have easy access to staff and also have access to the Manager of the home.</p> <p>Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home.</p>
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Service Environment

How many bedrooms at the service are single rooms?	1
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?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	<p>The home has a garden to the rear with a lawn area and a picnic bench.</p> <p>The young people particularly enjoy having barbeques, and playing outdoor games in the garden.</p> <p>There is a rear fence with a gate with access to the drive and car parking space.</p>
Provide details of any other facilities to which the residents have access	<p>There is a tv in the lounge and also in the individual rooms of the young people.</p> <p>The young people have access to computer games and board games along with arts and crafts materials.</p> <p>The home is close to a beach and fairground arcades which young people enjoy. There are shops in the nearby town, and within easy reach a variety of activity centres, for example, swimming, trampolining, horse riding, quad biking.</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>Staff have been consistent in their approach and application, carefully planning keyworker sessions and discussions around the young people's needs to aid them with their goals. Young people in the home are settled and achieving positive outcomes. Young people have outcome focussed personal plans which provide staff with clear guidance to meet young people's care and support needs. Young people are involved in creating and reviewing these documents and progress towards achieving outcomes is measured. Young people are able to make decisions about their lives and are supported to do this. Young people have said that they feel accepted by staff and that they feel comfortable to talk to staff about anything and everything. Staff continue to support young people to develop life skills to prepare them to be ready to move on to independent living. Staff have supported young people with budgeting and shopping and encouraged better communication and styles of communication with others. Young people have spoken about having lots of good memories of their time in the home and of being excited to have their first positive move on. Young people receive person-centred care delivered in line with a detailed personal plan and are supported by staff who are committed, know them well and respect and promote their rights. Young people have made significant progress towards their well-being targets. Young people have planned keyworker sessions which are documented, and which encourage the young people to talk about what is happening in their life and any worries they may have. They are encouraged and supported to make decisions on matters which affect them. Young people have individualised personal plans which are reviewed regularly and we do ensure that we can demonstrate the young person's involvement in the process.</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>Young people are listened to, given choices where possible and their views are respected. They are encouraged to have a say in the running of the home. Greater emphasis has been paid recently to encouraging the coproduction of plans for young people and identifying their preferred outcomes. Young people have opportunities for one to one discussions with staff during keywork sessions which are planned and recorded. Young people can do things that matter to them including family contact and socialising with friends and staff encourage and support this element of their lives. Staff encourage young people to engage with hobbies and activities. Young people have access to various health services and staff support and encourage young people to attend. Staff support and encourage young people to budget weekly allowances by giving them control of food budgets and menu planners - this is done in a staged approach by guiding young people in how a healthy meal planner should look to ensure a balanced diet is achieved for their ongoing health and well-being. Young people are able to join a gym and are supported to attend. Young people have developed excellent relationships with their staff team and this underpins much of their progress. The young people have voiced positive views about the staff and home and maintain that they are happy. Young people are supported to return to local mainstream education and to develop relationships with peers and a friendship groups locally. Family contact is also actively promoted and supported. Young people have access to all health services and are supported and encouraged to access them. The staff plan a range of activities with the young people and encourage the use of memory boxes to store keepsakes and record positive experiences.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are safe, and they tell us that they feel safe. Incident reports and physical intervention logs show a consistent management oversight. Care staff have received safeguarding training and understand their responsibility in safeguarding and protecting young vulnerable people.</p> <p>Staff are trained in the use of Physical intervention, but this remains a last resort. Incidents of negative behaviour are minimal. Staff received bespoke training for use in this home. All incidents are logged and reported to senior management and the local authority. Debriefs are carried out for the young person and staff. Where physical interventions are used, these too are recorded and the information shared, including debriefs.</p> <p>Staff have successfully implemented de-escalation techniques with young people, and these are included in the personal plan for all staff to follow.</p> <p>Young people tell us that they feel safe. .</p> <p>All notifications are made in a timely way.</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 live in a home that meets their needs and supports them to develop independent living skills. The home is clean and comfortable and the young people are encouraged to personalise their bedroom and contribute to choosing decoration and soft furnishings for the home.</p> <p>Regular health and safety checks are carried out as part of the daily routine for the home and are monitored via monthly and quarterly audits by Managers.</p> <p>The home is suitable for the needs of the young people living there with adequate space and usual facilities and appliances. The Manager has processes in place to ensure that the home is kept clean and tidy and deep cleaned periodically.</p> <p>Young people have chosen the colour scheme throughout the house and also chosen soft furnishings. Young people have personalised their bedroom by choosing paint colour, bedding and soft furnishings.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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

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

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

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

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

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

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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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?	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 staff undertook training in relation to Adverse Childhood Experiences 1 member of staff undertook bespoke training for the senior role 6 staff undertook Fire Training.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance officer - covers all of the homes. Maintains a schedule of routine works and decoration in each home. Undertakes DIY and furniture assembly. Responds to emergency situations relating to damage or other urgent issue. Maintains the lawns and grounds of each home.
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	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Sycamore House
Telephone Number	01656660749
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?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	8360
The maximum weekly fee payable during the last financial year?	8360

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>All young people receive a copy of the Young Person's Guide prior to admission which outlines the ways in which their voice will be heard.</p> <p>All young people have key work sessions which are documented. Young people can choose their keyworker.</p> <p>All young people are made aware of the Complaints Procedure.</p> <p>All young people are supported on a 1:1 or 2:1 basis so have easy access to staff and also have access to the Manager of the home.</p> <p>Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home.</p>
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Service Environment

How many bedrooms at the service are single rooms?	1
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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small garden at the front of the home and a larger one at the rear. The rear garden has a patio area and a lawn.
Provide details of any other facilities to which the residents have access	<p>In the garden there is a large football net and a punch bag for outside activities.</p> <p>There is a tv in the lounge and in the bedrooms of the young people and internet connection is provided. There are also board games available.</p> <p>The home is close to a number of beaches and fairground arcades. There is a park within easy reach and there are shops both locally and in the nearby town. There a variety of activity centres in the town in which young people can take part in activities such as swimming, trampolining, horse riding and quad biking.</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>Staff have been consistent in their approach and application, carefully planning keyworker sessions and discussions around the young people's needs to aid them with their goals. Young people in the home are settled and achieving positive outcomes. Young people have outcome focussed personal plans which provide staff with clear guidance to meet young people's care and support needs. Young people are involved in creating and reviewing these documents and progress towards achieving outcomes is measured. Young people are able to make decisions about their lives and are supported to do this. Young people have said that they feel accepted by staff and that they feel comfortable to talk to staff about anything and everything.</p> <p>Personal Plans and Risk Assessments are prepared prior to admission to provide staff with as much information as possible about the young people in the service so they can develop good relationships from the beginning.</p> <p>The young people have keyworker sessions where they are encouraged to give their opinions and views. Key workers are chosen by the young people to encourage positive relationships. Staff are encouraged to update personal plans to reflect the changing needs and wishes of the young people.</p> <p>The voices of the young people are routinely documented and the young people are made aware of their rights in a format that they can understand.</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>Young people are listened to, given choices where possible and their views are respected. They are encouraged to have a say in the running of the home. Greater emphasis has been paid recently to encouraging the co-production of plans for young people and identifying their preferred outcomes.</p> <p>Young people have opportunities for one to one discussions with staff during keywork sessions which are planned and recorded.</p> <p>Young people can do things that matter to them including family contact and socialising with friends and staff encourage and support this element of their lives.</p> <p>The young people are given lots of opportunities to engage in new activities and experiences of a wide variety. The young people are encouraged to request activities of interest but also offered new experiences.</p> <p>The young people have engaged in many outdoor activities along with in house activities such as messy play, water fights and football.</p> <p>The young people are encouraged and supported to attend health and therapy appointments as required and staff have received bespoke training to manage and support the young people.</p> <p>Young people are encouraged to engage in education and whilst this has not always been possible staff and other professionals advocate the young people's wishes to look for achievable options.</p> <p>The team have created personalised meal planners trying to incorporate the young person's likes whilst also encouraging healthy eating. Meal planners contain pictures as well as words, so it is more child friendly.</p> <p>The young people have a reward system in place. The rewards mirror the young people's target objectives to help them progress in areas of well-being, physical health, education and to feel safe. Pets are present at the home which the young people have chosen which has provided a more homely atmosphere and has helped the young people to settle.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are safe, and they tell us that they feel safe. Incident reports and physical intervention logs show a consistent management oversight. Care staff have received safeguarding training and understand their responsibility in safeguarding and protecting young vulnerable people.</p> <p>Staff are trained in the use of Physical intervention, but this remains a last resort. Incidents of negative behaviour are minimal, there were no safeguarding incidents and no missing episodes during this period.</p> <p>Staff have successfully implemented de-escalation techniques with young people, and these are included in personal plans.</p> <p>All incidents are logged and reported to senior management and the local authority. De-briefs are carried out for the young people and staff.</p>

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

Young people live in a home that meets their needs and supports them to develop independent living skills. The home is clean and comfortable and the young people are encouraged to personalise their bedroom and contribute to choosing decoration and soft furnishings for the home.
 Regular health and safety checks are carried out as part of the daily routine for the home and are monitored via monthly and quarterly audits by Managers.
 The home has a warm family environment. It has been very successful in creating an environment where the young people feel safe and secure and listened to.
 The house is kept clean and in good repair. Repairs are carried out promptly so the environment continues to be a place where young people can thrive.

Young people have chosen the decoration in their bedrooms and have personalised them to their particular taste.
 There are some photos, including photos of pets, around the house creating a sense of belonging. The young people are encouraged to choose new photos to have around the house and also have an input into the decoration such as colour.
 Management reports are completed monthly to ensure that all health and safety is up to date and completed. Action plans are completed at the end to ensure any short falls are improved and standards are constantly improved.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
<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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	5
Manual Handling	4
Safeguarding	6
Medicine management	4
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Three staff attended bespoke Company training for senior staff and shift leaders Five staff have completed training regarding Adverse Childhood Experiences Six staff have completed Fire Training
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1
Domestic staff	

Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance officer - covers all of the homes. Maintains a schedule of routine works and decoration in each home. Undertakes DIY and furniture assembly. Responds to emergency situations relating to damage or other urgent issue. Maintains the lawns and grounds of each home.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Willow House
Telephone Number	01656646105
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?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	9350
The maximum weekly fee payable during the last financial year?	9350

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>All young people receive a copy of the Young Person's Guide prior to admission which outlines the ways in which their voice will be heard.</p> <p>All young people have key work sessions which are documented. Young people can choose their keyworker.</p> <p>All young people are made aware of the Complaints Procedure.</p> <p>All young people are supported on a 1:1 or 2:1 basis so have easy access to staff and also have access to the Manager of the home.</p> <p>Young people are encouraged and supported to personalise their bedrooms and are encouraged to choose the decoration and soft furnishings in the home.</p>

Service Environment

How many bedrooms at the service are single rooms?	2
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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small front garden and a larger garden to the rear in which there is a decked area and lawn. The garden is two tier with lower beds created by staff. There is garden furniture available.
Provide details of any other facilities to which the residents have access	The young people have a large tv in the lounge and another one in their rooms. The home has a selection of board games and arts and craft items.

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 guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Young people living in the home are supported by a staff team who are committed, know them well and respect and promote their rights. Young people have individualised personal plans and risk assessments which are detailed and straightforward so that staff have information about the needs of young people and how to meet them in a consistent manner. Young people are encouraged to be involved in determining their personal outcomes. Staff are consistent in their approach and application, carefully planning keyworker sessions and discussions around the young peoples' needs to aid the young people with their future goals, allowing this to become a realistic outcomes for them.</p> <p>A good deal of care and attention is paid as regards to determining whether the home is suitable to meet young peoples' needs prior to admission. As all admissions are planned, this allows for the Manager to prepare all information (personal plan and risk assessment) in advance and for the staff team to have an 'induction' in relation to any new young people so that all are familiar with key information to aid relationship building.</p> <p>Plans and assessments are reviewed monthly and young people are encouraged to be involved in their co production.</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>Young people are listened to, given choices where possible and their views are respected. They are encouraged to have a say in the running of the home. Greater emphasis has been paid recently to encouraging the coproduction of plans for young people and identifying their preferred outcomes.</p> <p>Young people have opportunities for one to one discussions with staff during keywork sessions which are planned and recorded.</p> <p>Young people can do things that matter to them including family contact and socialising with friends and staff encourage and support this element of their lives. Staff encourage young people to engage with hobbies and activities.</p> <p>Young people have access to various health services and staff support and encourage young people to attend.</p> <p>Staff support and encourage young people to budget weekly allowances by giving them control of food budgets and menu planners - this is done in a staged approach by guiding young people in how a healthy meal planner should look to ensure a balanced diet is achieved for their ongoing health and wellbeing.</p> <p>Young people are able to join a gym and are supported to attend.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people are safe, and they tell us that they feel safe. Incident reports and physical intervention logs show a consistent management oversight. Care staff have received safeguarding training and understand their responsibility in safeguarding and protecting young people.</p> <p>Staff are trained in the use of Physical intervention, but this remains a last resort. Incidents of negative behaviour are minimal. All incidents are logged and reported to senior management and the local authority. Debriefs are carried out for the young people and staff. Where physical interventions are used, these too are recorded and the information shared, including debriefs.</p> <p>Staff have successfully implemented de-escalation techniques with young people, and these are included in the personal plan for all staff to follow.</p> <p>All staff have received appropriate training in Safeguarding and use of Physical Intervention, which is used only as a last resort. All required notifications are made in a timely way.</p> <p>Staff remain creative and understanding of negative behaviour, this allows the young people to be open and honest about how they feel or to discuss situations before they arise. This allows staff to give an alternative point of view or proposed outcome.</p> <p>Staff use distraction or de-escalation techniques.</p> <p>There is evidence to support the view that young people develop trusting and open relationships with staff.</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 live in a home that meets their needs and supports them to develop independent living skills. The home is clean and comfortable and the young people are encouraged to personalise their bedroom and contribute to choosing decoration and soft furnishings for the home. No damage was caused to the home by young people.</p> <p>Regular health and safety checks are carried out as part of the daily routine for the home and are monitored via monthly and quarterly audits by Managers.</p> <p>The staff team work hard to ensure a high level of good decoration and cleanliness. The young people has been very involved in choosing a new colour scheme for the lounge and they have personalised their bedrooms a great deal. Young people are encouraged to participate in seasonal events such as decorating the home for Hallowe'en and Christmas.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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

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

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	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Manager has attended training in relation to C oproduction - to enhance knowledge and skills abo ut supporting young people to be more involved in t heir plans.
<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
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	6
Equality, Diversity & Human Rights	8
Infection, prevention & control	7
Manual Handling	0
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Two staff attended bespoke Company training for shift leaders. Eight staff have completed training regarding Adverse Childhood Experiences and seven have completed Fire Training.

Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern for a day shift is 7am to 7pm The shift pattern for a night shift is 7pm to 7am. These are waking night shifts not sleeping in. The static rota pattern is 2 day shifts followed by 2 night shifts followed by 4 days off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance officer - covers all of the homes. Maintains a schedule of routine works and decoration in each home. Undertakes DIY and furniture assembly. Responds to emergency situations relating to damage or other urgent issue. Maintains the lawns and grounds of each home.
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	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	0