

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:	Elidyr Communities Trust	
The provider was registered on:	10/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Elidyr Communities Trust	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/05/2019
	Responsible Individual(s)	David Sibbons
	Manager(s)	Huw Sparkes
	Maximum number of places	60
	Service Conditions	There are no conditions associated to this service
	Victoria House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/05/2019
	Responsible Individual(s)	David Sibbons
	Manager(s)	Kelly Woodall
	Maximum number of places	10
	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	ECT has a management system called Qintil to track of all training needs. This highlights staff mandatory training and provides an overview of renewal dates. The Training Coordinator meets with the Head of Care to identify training needs for the following year. We also utilise a staff appraisal training request form, which is also reviewed prior to agreeing the training programme. ECT facilitates 6 two week training periods throughout the year for mandatory and requested training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Over the last year we've invested significant effort in local recruitment marketing, we've made applying for jobs as simple as possible by creating an easy application form, and adding a Facebook chat function. We've also implemented a successful overseas recruitment drive. Retention has been improved by offering a wider variety of contracts, to enable more flexible working. We've trained team mentors to help colleagues to grow their skills, look after well-being and build confidence.

Service Profile

Service Details

Name of Service	Elidyr Communities Trust
Telephone Number	01550760428
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	1082
The maximum weekly fee payable during the last financial year?	3851

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	6
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual Quality Assurance Questionnaires Residential House Meetings Attendance at Trustee Meetings Attendance at Health and Safety Meetings Elidyr Communities Trust Social Media Platform Parents and Guardian Questionnaires Parent Association Meetings Professional Open Day Visit

Service Environment

How many bedrooms at the service are single rooms?	60
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?	14
How many dining rooms at the service?	13
Provide details of any outside space to which the residents have access	Total 7 residential house, all with access to outside sitting area. All residential house sit within 180 acres of agricultural land some of which is recreational ground, which sits within the Towy Valley.

Provide details of any other facilities to which the residents have access	Resident have access to the following: Onsite Gym Indoor 5 aside football court Basketball court Onsite general convenience store Community Green Education programme and facilities Day services (work base programme) Community centre (All Inn) College community hall BBQ area Farm Barn Garden with polytunnel Small holding
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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	Total Communication Approach, Signing Level 2, Widget Symbols Systems, Use of personalised low and high tech augmentative and alternative communication) AAC

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.

Resident voices are heard through the following residential forums:

- Annual care reviews
- Residential house meetings
- Self-advocacy care planning documentation
- Resident annual quality assurance questionnaires
- Learner forum
- Resident three monthly care planning review

Through resident participation in the above, Elidyr Communities Trust provides a service which is person centred to the individuals needs and wishes, whilst also giving choice and control over their care and support. The outcome for those who engage in self-advocacy services is to ensure that for those who are unable to communicate, their voices are heard. As part of our quality assurance process, Elidyr Communities Trust seeks feedback from Residents/stakeholders annually through quality assurance questionnaires, which provide a benchmark for what we do well, and highlight any improvements for consideration.

In addition to the above, residents contribute to the day to day running of the charity through attending:

- Trustee meetings
- Health & Safety meetings (with future plans on appointing a resident onto the safeguarding committee)

Through participating in the above forums, Elidyr Communities Trust ensure that their residents voice is communicated directly to the higher management of the charity on a personal and organisational level.

All residents are encouraged and supported to take part in review of their own care planning documents. For those who are unable to participate, stakeholders/representatives are consulted to ensure that care planning is person centred.

Elidyr Communities Trust provides education and a work-based day placement, to promote the following: Independence, further knowledge and skills, meaningful work experience and social opportunities.

Elidyr Communities Trust facilitates social and leisure activities at evenings and at weekends, as requested by the residents through their residential house meetings. These events promote positive wider community engagement and gives the opportunity for individuals to experience /enjoy an extensive range of activities.

Elidyr Communities Trust has long standing community links with local businesses, which provide further opportunity for residents to engage with the wider community, creating a feeling for those who use the service a belief of belonging and self-worth.

<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>Elidyr boast a fleet of vehicles which provides transport for all residents who require attendance to any health appointments. In addition to this, Elidyr Trust arranges all medication pickups from the local general practice surgery due to our rural location and lack of public transport. Elidyr has a long-standing relationship with the GP surgery, and when required will facilitate onsite health appointments which are directly arranged through the house management team. Where there is a need for additional expertise, Elidyr will facilitate multidisciplinary meetings with external agencies either directly or through the referral process. Elidyr has an onsite therapeutic team that react to developing situations quickly without the need for external referrals. Our therapeutic team link with external specialist teams where required and input into individual care planning documents. Elidyr facilities include a gym, indoor five a side football court, basketball court and 180 acres of land for walking which is accessible 24/7. Residents use these facilities regularly both within the education and workplace programmes and during residential evening and weekends. Elidyr support residents to engage in social opportunities both within and outside of the organisation. Elidyr education and work base programmes, help to develop residents' independence and daily living skills through a targeted approach (24hr curriculum in some cases). Throughout the year Elidyr maintain strong links with parents through supporting the Parents Association and with general charity update correspondents. Parents general meetings are held within Elidyr and provide further opportunities for parents to visit their sons/daughters. For those parents who are geographically displaced, Elidyr offers an onsite Bed and Breakfast facility so that parents can visit for longer periods. There has been a positive recruitment drive at Elidyr during this reporting period. All staff are fully trained in mandatory training and other specialist trainings to meet the resident's needs. Regular staff supervisions indicate that overall health and wellbeing of the residents is being supported to be maintained. As part of our quality assurance process, Elidyr seeks feedback from Resident/stakeholder annually through quality assurance questionnaires, which provide a benchmark for what we do well and any improvement we need to make.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Elidyr Communities Trust has a dedicated safeguarding team which is represented within the care and education environments. All staff are trained in safeguarding to recognise any signs of abuse and how to report if the need is required. Our data monitoring systems ensures that house managers and heads of departments have an oversight to all incident and can react accordingly. All staff have access to the data monitoring system to record any necessary reports so that all events can be responded to quickly and efficiently. All staff have an up to date current DBS. Elidyr Communities Trust data monitoring system (databridge) allows managers to monitor and effectively draw down on required information to enable the charity to respond accordingly to emerging or ongoing safeguarding issues or trends. Incident recording includes reflection and post incident wellbeing reviews for both the resident and staff involved. This process gives an insight into the wellbeing of our residents and staff to ensure they are being supported and to enable Elidyr to consider additional trainings and ongoing support. Staffing levels at Elidyr Communities Trust have increased throughout the year due to a positive recruitment drive. All residents are allocated a key worker and positive relationships are fostered to ensure that residents feel safe to voice any worries or concerns they may have. In addition to key workers, Elidyr Communities Trust also promotes external self-advocacy services, and any resident who wishes to engage can do so independently or through the support of staff at Elidyr. As part of our quality assurance process, Elidyr Communities Trust seeks feedback from Resident/stakeholder through annual and six-monthly quality assurance questionnaires, which provide a benchmark for what we do well and any improvement Elidyr need to make. Overall parents/guardians, residents and stakeholders feel that Elidyr Communities Trust provide a safe and protected environment.</p>

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

Elidyr communities Trust has a dedicated maintenance team which allows for prompt response to any maintenance requests. Elidyr communities Trust internal maintenance referral system is accessible to all managers, and the charity draws down on data that is used for future planning and budgeting purposes both within the residential, educational and community environments. Residents attend regular health and safety meetings with key individuals within the charity to have a direct influence on how the service is run and maintained. In addition to internal meetings, Elidyr Communities Trust engages with an external health and safety officer, who offers expertise and impartial advice and guidance in relation to local and national guidelines.

Elidyr Communities Trust has a dedicated fleet vehicle manager who ensures the safety and general upkeep of the charity vehicles, and that each vehicle is serviced and maintained regularly. Before any journey, all staff undertake visual vehicle checks, which they are trained to do so.

All residential houses maintain and record food preparation in accordance with the Safer Food Better Business guidance, to ensure that food provided to residents is prepared and served in line with national guidance.

Elidyr communities Trust boasts a three-year site development plan to ensure that the service continues to be sustainable to meet current and future service users needs. For quality assurance purposes, the Maintenance Team have their own quality improvement cycle, that ensures that the charity sites which encompass residential, education and community environments is maintained in accordance with the changing seasons, which also encompasses all mandatory health and safety checks.

Responsible Individual regulation 73 visits and quarterly house inspection monitor the residential environment. This process identifies areas of improvement, that will be scheduled, accommodated, and budgeted for, to ensure the environment continues to meet the resident's needs.

As part of our quality assurance process, Elidyr Communities Trust seeks feedback from Resident/stakeholder through annual and six-monthly quality assurance questionnaires, which provide a benchmark for what we do well and any improvement Elidyr need to make. Overall parents/guardians, residents and stakeholders feel that Elidyr Communities Trust environment continues to meet their needs.

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)	140.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
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.	Autism awareness Epilepsy awareness Fire Safety awareness GDPR Mental Capacity Act & Deprivation of Liberties and Safeguards Emergency First Aid Theory RISCA Training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed 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	6
No. of posts vacant	0

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

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

Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
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.	Autism awareness x 6 Epilepsy awareness x 6 Fire Safety awareness x 6 GDPR x 6 Mental Capacity Act & Deprivation of Liberties and Safeguards x 6 Managing with confidence x 4

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	6
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	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

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	5
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 5 Epilepsy awareness x 4 Fire Safety awareness x 2 GDPR x 3 Mental Capacity Act & Deprivation of Liberties and Safeguards x 5 Emergency First Aid Theory x5

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	5
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 social care worker	4
No. of staff working towards the required/recommended qualification	1

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	5
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	3
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	4
Safeguarding	5
Medicine management	3
Dementia	0
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 4 Epilepsy awareness x 4 Fire Safety awareness x 4 GDPR x 5 Mental Capacity Act & Deprivation of Liberties and Safeguards x 5 Emergency First Aid Theory x 3
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	5
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.	Each home has a 1 senior staff members, which tends to work back to back with the Assistant House Manager. Shift patterns for senior staff members consist of: Monday through Friday 07:00 am till 15:30pm 15:30pm till 22:00pm Sleep staff from 22:00pm till 07:00am Saturday to Sunday 09:00am till 22:00 Sleep staff from 22:00pm till 09:00am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
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	62
No. of posts vacant	11
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	28
Health & Safety	42
Equality, Diversity & Human Rights	43
Infection, prevention & control	63
Manual Handling	39
Safeguarding	54
Medicine management	43
Dementia	0
Positive Behaviour Management	49
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 47 Epilepsy awareness x 46 Fire Safety awareness x 42 GDPR x 51 Mental Capacity Act & Deprivation of Liberties and Safeguards x 53 Emergency First Aid Theory x 39
Contractual Arrangements	
No. of permanent staff	62
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)	49
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	1
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 average number of staff working in each shift will depend on what evening and weekend activity is arranged for residents, however, on average there is between 5 and 7 staff members on shift including volunteer in each residential home (6 houses in total). Shift patterns for senior staff members consist of: Monday through Friday 07:00 am till 15:30pm 15:30pm till 22:00pm Sleep staff from 22:00pm till 07:00am Saturday to Sunday 09:00am till 22:00 Sleep staff from 22:00pm till 09:00am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	25
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	2
Safeguarding	5

Medicine management	2
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 5 Epilepsy awareness x 4 Fire Safety awareness x 3 GDPR x 3 Mental Capacity Act & Deprivation of Liberties and Safeguards x 3 Emergency First Aid Theory x 5 3 Day First Aid x 1
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
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.	Volunteer Care Worker- x 16 Maintenance Officer- x 2 Casual Workers x 46
Filled and vacant posts	
No. of staff in post	64
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 to this role which is not outlined above'.	
Induction	16
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	18
Safeguarding	18

Medicine management	0
Dementia	0
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 18 Epilepsy awareness x 16 Fire Safety awareness x 18 GDPR x 18 Mental Capacity Act & Deprivation of Liberties and Safeguards x 16 Emergency First Aid Theory x 17 Abrasive Wales x 2
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	16
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	46
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Victoria House Care Home
Telephone Number	01550777553
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	826
The maximum weekly fee payable during the last financial year?	1060

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<ul style="list-style-type: none"> • Residents are involved in house meetings twice a monthly. • Residents have annual reviews where they can express their wishes, choices, and aspirations. • Residents are involved in staff recruitment. • Residents have a voice when searching for volunteering work placements in the local and surrounding area.

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>Victoria has a courtyard situated at the back of the house with seating area for residents to relax in it also has a large garden with greenhouse, fish pond, multiple seating options, patio area, vegetable patch and sheds to store bikes and outdoor equipment.</p> <p>Victoria house has opportunities for residents to relax, socialise and carry out hobbies such as gardening and growing own vegetables.</p> <p>Residents are also able to walk around the village and access local church and walk the area safely.</p>
Provide details of any other facilities to which the residents have access	<p>Victoria house is situated in the middle of Llangadog village. It has local amenities in walking distance with residents can access such as local shops, Post office, butchers, community hall and Drs surgery.</p> <p>Residents are also able to catch the local bus at various bus drop /off pick up points in the village and the train service is within walking distance from Victoria House.</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	Total Communication Approach, Signing Level 2, Widget Symbols Systems.

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.

Within Victoria House Residents are provided a platform to have a voice. This is done by house meetings, Annual reviews, suggestion box in house and resident annual quality assurance questionnaires. Reviews give residents the opportunity to invite family members to be present, advocates if they so wish and local authorities attend. Reviews are person centred focused giving the residents control and empowering them to have a voice. House meetings enable residents to have a voice within day to day running of the house and leisure and social activities during the week, Victoria house then facilitates residents choices into outings and evening activities. Victoria house provides a service that is person centred to residents individual needs and wishes, whilst allowing them choice and control over care and support. Involving residents in key documentation empowers them to have control of over what they need support with this is reinforced by the use of Person centred plans (PCPs). Victoria House promotes the 52-week provision as this enables residents to take control over holidays and if they wish to stay or remain in Victoria house during the year. Victoria house is situated close to local amenities and residents are part of the local community again empowering them to access services independently or with support. Residents sense being part of belonging to a community where they live as many participate in a range of work placements in the area. Having public transport closely allows residents to access amenities or work placements further afield. Through quality assurance process the house obtains feedback from residents and stakeholders, this is then monitored by the manager. Victoria House residents are also involved in the interviewing process of any new staff, they are supported to ask any questions and asked for views on potential candidates to join the staff team. Through residents participating in reviews, meetings and questionnaires ensures that residents voice is communicated directly to management of the home and charity.

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.

Residents within Victoria house attend appointments and each resident has an annual health check. Victoria house has a well established relationship with the general practice and many residents are able to walk to the practice with or without support. In addition to this Victoria House can provide transport for those who require to attend appointments further afield or more specialist input from external agencies. They are encouraged to participate in physical exercise, use the house gym and take advantage of the environment by walking. Many residents also have the opportunity to be part of exercise classes within the local area. Victoria house staff promote residents to be fully involved in what they eat and educate them on healthy eating and cooking. Many residents self administer own medication and this is promoted where appropriate and every case is individual. All staff monitor well being of residents continually. Where staff have concerns regarding wellbeing these concerns are reported to management. Residents are encouraged to maintain contact with loved ones and build up friendship links outside of the home. Many of the residents in Victoria house have own mobiles and all have received internet safety around use of them. Through the year Victoria has strong links with parents and family. All staff have access to on line training facilities and access mandatory training as required. Staff have received specialist training to support the residents' changing needs. Staffing sickness levels are low, and all staff have access to supervision and appraisals indicate overall health and well being of the residents is supported to be maintained. Within the quality assurance process, Victoria house obtains feedback from its residents and stakeholders through quality assurance questionnaires. This data is then fed back to management and implemented if improvements are required.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents in Victoria house are aware if they have an issue or are not happy then to speak to staff regarding any problems. Residents attended safeguarding training within the organisation and by the local council. Residents are aware who to talk to and report any issues to the safe guarding officer of the organisation. Any resident with an issue, complaint or concern can report to the safeguarding officer of the organisation or/ and CIW. All complaints are reviewed during house inspections with the R.I. The care and welfare of our residents is paramount importance and staff are given training in safeguarding and are aware of personal responsibilities to report concerns and ensure that poor practice is identified and addressed. All staff are trained in safeguarding to recognise all signs of abuse and how to report if required. All staff within the home carry a up to date DBS. Residents are allocated a key worker and positive relationships are adopted to ensure that residents know and feel safe to voice any worries or concerns they may have. Through quality assured questionnaires Victoria obtains feedback from Parents, stakeholders and residents. This provides a benchmark for any improvements that Victoria House does and ensures that parents, stakeholders and residents feel safe and protected in the environment they live.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Residents are encouraged to discuss any issues regarding the home in house meetings. If the residents wish to have something new within the home such as new carpets, curtains all of this is documented and put into the financial year budget report. Any structural changes are consulted with residents and residents have choice and control over interior for the house. The organisation has a dedicated maintenance team that oversees Victoria house. Through online systems house manager is able to request are submitted maintenance reports in a timely manner which the organisation can use data for future planning and budgeting purposes. Maintenance team have their own quality improvement cycle that ensures that the organisation is maintained in accordance with the changing season and subsequently requirements and incorporates all mandatory health and safety checks. Organisation has an external health and safety officer that oversees the home and his expertise and advice is given in relation to local national guidelines. Feedback is obtained through annual quality questionnaires which provides standards for what the house and organisation do well and what areas need improving. Each resident has own personal bedrooms where they decorate as they wish. The accommodation allows people to be together or apart in its communal areas or in a separate annex if they wish. Alterations to the home are made to support the mobility of the residents, for examples hand rails along steps or above baths. Victoria House has a large garden where residents can relax in and participate in gatherings. Residents are able to have loved ones over and spend time in the garden. Many residents enjoy gardening and growing vegetables as a hobby which they share with the rest of the house. A dedicated vehicle manager ensures the safety and general upkeep of Victoria house vehicles. All staff undertake visual checks prior to every journey. All staff are food hygiene trained and the house follows safer food better business guidance. Within the home food is provided by trained staff and is served in line with national guidance. Victoria house provides a clean homely feel where residents can feel safe in and reach their full potential.</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>11</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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x1 Epilepsy awareness x 1 Fire Safety awareness x 1 GDPR x 1 Mental Capacity Act & Deprivation of Liberties and Safeguards x 1 Emergency First Aid Theory x 1 RISCA X 1
	<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	

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 1 Epilepsy awareness x 1 Fire Safety awareness x 1 GDPR x 1 Mental Capacity Act & Deprivation of Liberties and Safeguards x 1 Emergency First Aid Theory x 1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	3
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x 4 Epilepsy awareness x 4 Fire Safety awareness x 4 GDPR x 3 Mental Capacity Act & Deprivation of Liberties and Safeguards x 4
Contractual Arrangements	
No. of permanent staff	4

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
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 average number of staff working in each shift will depend on what evening and weekend activity is arranged for residents, however, on average there is between 3 and 4 staff members on shift including volunteer in the home. Shift patterns for support workers consist of: Monday - Friday 07:30am - 15:00pm, 15:00pm -22:00 sleep in staff 22:00-07:30pm Saturday/Sunday 08:00-22:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
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.	Tutor- weaver Admin Volunteers Maintenance
Filled and vacant posts	
No. of staff in post	7
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	4
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	3
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness x Epilepsy awareness x 5 Fire Safety awareness x 7 GDPR x 7 Mental Capacity Act & Deprivation of Liberties and Safeguards x 5
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	4
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0