

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:	Future Vision Childcare LTD	
The provider was registered on:	15/04/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St Peters House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	15/04/2020
	Responsible Individual(s)	Christopher Griffiths
	Manager(s)	Stephen Martin, Andrew Smith
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Compton House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	10/02/2022
	Responsible Individual(s)	Christopher Griffiths
	Manager(s)	Andrew Smith
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service
	St Antonics	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	10/02/2022
	Responsible Individual(s)	Christopher Griffiths
	Manager(s)	Andrew Smith
	Maximum number of places	4
	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	Training carried out by Noble training solutions and also online training with Educare online. Staff also enrolled onto QCF when appropriate with Pembrokeshire college. Management have Safeguarding Level 3 training. Senior has had IOSH training.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Recruitment done via indeed, staff retention is good, staff training and development contributes to this. All DBS checks done via ver o screening. Reference checks carried out and ID checks.

Service Profile

Service Details

Name of Service	Compton House
Telephone Number	07492062514
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	Some welsh signage and certain staff speak welsh.

Service Provision

People Supported

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

1

Fees Charged

The minimum weekly fee payable during the last financial year?	5229.49
The maximum weekly fee payable during the last financial year?	5229.49

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?	Weekly key working sessions. Monthly residents meeting.

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?	1
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	Rear Garden inclusive of garden furniture, planting area, trampoli ne, football goals
Provide details of any other facilities to which the residents have access	NA

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Future Vision Childcare asks children to complete Consultation Forms 6 monthly, honestly and with support if needed from staff and returned to the manager and R.I. to review. Resident completed the most recent forms and was very positive.

'Social worker informs me how happy she is with resident at present living in Compton House. Social worker also stated the staff at Compton House have been very supportive to the school still going in during the days to support in residents catheter change.

resident has a variety of formal ways to voice and express views on the home and the quality of care the client receives, such as:

- Weekly Keyworker meetings and reports. The manager monitors these reports before filing.
- Resident takes an active part each week comprising their own Weekly Planner and Menu and then signing as evidence. Staff support and guidance is required but generally each week completed, filed and with a copy displayed for future reference during the week. The staff print up a more legible copy but also attach the handwritten copy, just to provide evidence that it is resident completing.

Monthly staff team meetings continue to be held, minutes written and filed.

Resident has own Personal Plan and a Child Friendly version also printed off which is kept in their room. The Plans are completed and reviewed by staff and resident every 3 months unless there has been an incident in between needing the plan to be amended/ updated. After reviewing, updating and documenting outcomes 'Targets' will be identified for resident to work on over the next review period. Resident is then sat with by staff with the plan explained and read back to them ensuring they understand. The proposed 'Targets' are then gone through to ensure resident agrees and understands what is expected and if the resident would like to discuss any plans.

Risk Assessment is reviewed at least monthly or after an incident needing it to be amended/updated. Assessment is discussed with resident and they have the opportunity to have an input into the assessment and asked if they agree or not.

Resident was invited to their most recent LAC review to express their thoughts and feelings, however the resident declined. Resident also has an advocate that they can speak to should they feel it necessary.

<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>Registered with the local Doctors, optician, dentist and community nurse. Also registered to Looked After Children's Nurse. The home is in regular contact with the LAC Nurse and if there are any questions, don't hesitate in communicating for advice and support. Registered with 'Shine' the continence specialists and has visited. Resident was given some 'homework' to do before they can move onto the next stage of their development. Resident has to practice getting on and off the toilet without support. The home will then re contact Shine in the New Year for a progress update and further discussions. The Occupational Therapist visited resident many times during residents initial move into Compton House ensuring health needs were being met with equipment in place to aid resident that was appropriate. Resident is now signed off from the OT, but the manager has contact details and is encouraged to communicate any concerns. Resident recent Physiotherapist visit to the home in December 2022 was very positive and the decision has also been made by them to sign resident off due to no concerns. Community Nurse is in regular contact with the staff and occasionally visits just to check in. Weekly keyworker meetings also provide the resident the opportunity to sit and discuss any health or development issues. Resident has own Personal Plan with sections covering Health and Development. The assessment process has recently been reviewed and is currently up to date and on file. The manager sends this plan off to the social worker for agreement and also resident is sat with and clearly explained each individual plan and what is expected of and what input resident has. Education is still promoted well within the home I feel by both staff and the manager attendance has been very good since September. The staff at the home support the school at 3-hour intervals supporting resident to change residents catheter. Socially, resident now mixes with peers whilst at school. Resident does go out on regular trips from the home and does integrate with the public. Behavioural development is ongoing. Resident specific exhibited behaviour is to 'shut down' and not engage with anyone and refuse to attend to health needs. Incidents of resident exhibiting this behaviour have decreased more and more over time but still do exist. A lot of work has been done with resident from the staff which seems to be helping, this has been done through key working sessions with the resident.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There have been no complaints or allegations. Resident has been informed of how to make a complaint and the form that needs to be completed, resident also has the option to text their complaint to the complaints phone.. Completing the forms provides an opportunity to voice the children's feelings and not have to verbally communicate to staff / adults. How to make a complaint is also documented in the 'Children's Guide' the children receive on admission to the placement. All staff undergo face to face Safeguarding training in their first week of Induction and then also complete an online qualification in Child Protection and again in Safeguarding. This ensures all the staff are trained to a good level and have the knowledge and understanding when working with the residents. The R.I and Manager are Designated and Deputy Safeguarding Officers for the company and have undergone a higher level of training, with certification clearly displayed in the office. Staff are also aware of the R.I and Managers role in safeguarding procedures. In the office there is clearly displayed the local Safeguarding Boards contact information for any referrals to be made and telephone numbers to be used to ring for advice. All staff have had the Safeguarding Reporting procedures explained to them at meetings with a Safeguarding Concern form displayed in the office. No referrals have been reported by staff at present with all coming from specific incidents. All staff have downloaded the Safeguarding App onto their phones at the managers request for reference if ever needed. The home has CCTV in operation, again to safeguard residents. No concerns were raised by residents, or staff in the most recent set of Consultation Forms.</p>

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

Flat has been modified structurally to meet resident health needs, with ramps installed around the flat and the bathroom changed into a wet room. This was all completed under the guidance and advice of the Occupational Therapist overseeing and with the therapist then finally visiting to ensure all modifications were in line with current legislation and guidance before resident moved into Compton House. Directly outside the flat at the lower part of the drive is a designated Parking Area for the house vehicle assigned to the flat. This enables very easy access for resident to get to and from the car to be transported offsite. Resident has an allocated car by the company. This enables resident to access local areas and activities.

Directly outside of the flat, the alleyway was modified for wheelchair access just prior to placement at the home and a ramp has been put in place to allow easy wheelchair access onto the garden where there is a lawned area, trampoline and other games. There is a Locality Risk Assessment on file completed by the manager. Also, on file in the Health and Safety File are Risk Assessment on the home's environment and equipment used within. Future Vision Childcare has its own designated trained Maintenance Operative who visits the home regularly or at request. Any work that needs addressing by a more professional contractor, the home has a designated list of electricians, plumbers and builders to support.

The manager does a monthly Audit where he views and assesses the home's environment, Any Actions identified and addressed. Resident has own bedroom to spend time in if they wish and an opportunity to retire to if needing time and space alone away from a sometimes-busy environment.

Outcomes for the children's development and progression are documented in their Personal plans which are updated and reviewed at least 3 monthly. Just reviewed and updated at the beginning of this month.

Resident and staff have the opportunity to raise any concerns or wishes for the environment of the home during formal Monthly Meetings. The manager will address any identified Actions. This will be reviewed each month and during the R.I am monitoring visits.

Recent Consultation Forms completed by resident and by staff have not highlighted any concerns or wishes for the home's environment.

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)	4
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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	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.	Catheter training. Stent training. Personal hygiene 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?	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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Personal Hygiene, Catheter training, Stent training. Wheelchair training.
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Shift Pattern consists of day/sleep shifts 07:30 - 22:30 then sleep 22:30 - 07:30.
1 x staff 3 x a week
2 x staff 2 x a week

1 staff member per shift.

Staff Qualifications

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

2

No. of staff working towards the required/recommended qualification

1

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No

Service Profile

Service Details

Name of Service	St Antonios
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Telephone Number	07492062514
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What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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Other languages used in the provision of the service	Welsh
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	4750
The maximum weekly fee payable during the last financial year?	4750

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	1
Number of complaints upheld	0
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?	Weekly key working sessions with the residents individually Monthly childrens meetings with all residents involved.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear garden with garden furniture, trampoline, vegetable planting area, football goals and swing ball.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

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>In November and Februarys visits the children stated how happy they were at the home and had no complaints. Residents completed a Consultation Form to express their views and wishes. Feedback from the resident were wanting return home and wanting to eat food in their room but otherwise the responses were very positive and good to see they were completed to a good standard.</p> <p>The children in the home have a variety of formal ways to voice and express their views on the home and the quality of care they receive, such as:</p> <ul style="list-style-type: none"> - Weekly Keyworker meetings and reports. The manager and Seniors monitor these reports before filing. These I feel remain a strong point for the home and very detailed - Monthly residents Meetings. These residents meetings are chaired by a staff member, minutes written up and filed. The previous meetings minutes and next Agenda is displayed now in the kitchen for residents to access and to document any points at the forthcoming meeting. - The residents do take an active part each week comprising their own Weekly Planners and Menus and then signing as evidence, a copy displayed for future reference for the residents during the week. The entire team completed Consultation Forms and kept on file. All were generally very positive and complimentary of the home and the running of the home by the manager. They felt that they had forums to voice their opinions, such as Handover Meetings and Staff Meetings and were aware of the Complaints Procedures within the home. <p>Children have their own Personal Plan and a Child Friendly version also printed off which they keep in their rooms. The Plans are completed and reviewed by staff and children every 3 months unless there has been an incident in between needing the plan to be amended/updated. After reviewing, updating and documenting outcomes 'Targets' will be identified for children to work on over the next review period. Each child is then sat with by staff with the plan explained and read back to them ensuring they understand. The proposed 'Targets' are then gone through to ensure they agree and understand what is expected and if the children have any questions.</p> <p>Risk Assessment is reviewed at least monthly or after an incident needing it to be amended/updated. Assessment is discussed with residents and they have the opportunity to have an input into the assessment and asked if they agree or not.</p> <p>Children are encouraged to attend their LAC review to express their thoughts and feelings.</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>All the children are registered with doctors, opticians and dentists. Dentists.</p> <p>The LAC Nurse has been in contact and all LAC Health Assessments are within date and kept on file.</p> <p>Weekly keyworker meetings also provide the children the opportunity to sit and discuss any health or development issues.</p> <p>The children have monthly house meetings which is an opportunity for them to express their views, wishes and any complaints. Each resident living at St Antonio's has their own Personal Plan with sections covering Health and Development. The children have input and each child is aware of their plans.</p> <p>Education is still promoted well within the home, all children are in full time school and are transported by the staff. Free time is dependent on the residents risk assessment.</p> <p>There are comprehensive Family Contact Plans in place for all residents as directed by Social Services. Contact is supervised by staff. These appointments are always displayed on the Weekly Planner for the children to have knowledge of prior.</p> <p>Children go out on activities with staff and mix well with the general public with no issues.</p> <p>Height and Weight checks are completed monthly by the home monitoring physical development with the children.</p> <p>Children attend youth clubs and school activities.</p>

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

Resident has been informed of how to make a complaint and the form that needs to be completed, resident also has the option to text their complaint to the complaints phone.. Completing the forms provides an opportunity to voice the children's feelings and not have to verbally communicate to staff / adults. How to make a complaint is also documented in the 'Children's Guide' the children receive on admission to the placement.

All staff undergo face to face Safeguarding training in their first week of Induction and then also complete an online qualification in Child Protection and again in Safeguarding. This ensures all the staff are trained to a good level and have the knowledge and understanding when working with the residents.

The R.I and Manager are Designated and Deputy Safeguarding Officers for the company and have undergone a higher level of training, with certification clearly displayed in the office. Staff are also aware of the R.I and Managers role in safeguarding procedures.

In the office there is clearly displayed the local Safeguarding Boards contact information for any referrals to be made and telephone numbers to be used to ring for advice.

All staff have had the Safeguarding Reporting procedures explained to them at meetings with a Safeguarding Concern form displayed in the office. No referrals have been reported by staff at present with all coming from specific incidents.

All staff have downloaded the Safeguarding App onto their phones at the managers request for reference if ever needed.

The home has CCTV in operation, again to safeguard residents. No concerns were raised by residents, or staff in the most recent set of Consultation Forms.

Parental Controls are fitted to the home Wi-Fi.

Reviewing the recent Consultation forms from staff, children and 2 social workers it was nice to see there were no concerns or negative comments made by anyone and that they were all marked as 'Agree' or 'Strongly Agree'

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

The home now has 4 company cars enabling the children to regularly take part in activities and trips out. To the rear of the property is a lawn area for the children to play in, with a trampoline and other garden games present. There is garden planters to the side of the lawn for children to plant vegetables and flowers.

All the children are transported to all health and wellbeing appointments. Children have access to an independent advocate.

The children have their own bedrooms to spend time in if they wish and an opportunity to retire to if they needed time and space alone away from a sometimes-busy environment.

The children's bedrooms are alarmed along with the front door. This helps the staff safeguard the children and the home. Two Night Waking staff through the night every day support this security enabling the children to feel safe in their home and to have someone to go to through the night if ever upset and for support.

Outcomes for the children's development and progression are documented in their Personal plans which are updated and reviewed at least 3 monthly.

Children and staff have the opportunity to raise any concerns or wishes for environment of the home during formal Monthly Meetings. The manager will address any identified Actions. This will be reviewed each month and during the R.I monitoring visits.

During Monthly Children's Meetings the children have the opportunity also to air their own views on the physical environment of the home and also to give suggestions on how to improve it.

The home continues to promote the children's privacy, dignity and confidentiality well, in everyday working practice and through documentation kept. The children are very aware of the opportunity to their own privacy in their rooms and have voiced this in the last Consultation Forms kept on file.

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) 18

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

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Suicide awareness First aid Adverse childhood experiences Anti Fraud, bribery and corruption Bullying and Harassment Child Exploitation Preventing Bullying Child Protection Equality and Diversity Female Genital mutilation awareness Online safety Trauma Recovery Model Self Harm IOSHH Training Coshh Training</p> <p>All training done through Educare online and Noble training solutions (face to face)</p>
Contractual Arrangements	

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Staff - Carry out all repairs and maintenance issues. Care Staff - Carry out day to day duties including, supporting and caring for the children.
Filled and vacant posts	
No. of staff in post	18
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	18
Health & Safety	18
Equality, Diversity & Human Rights	18
Infection, prevention & control	18
Manual Handling	0
Safeguarding	18
Medicine management	18
Dementia	0
Positive Behaviour Management	18
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Suicide awareness First aid Adverse childhood experiences Anti Fraud, bribery and corruption Bullying and Harassment Child Exploitation Preventing Bullying Child Protection Equality and Diversity Female Genital mutilation awareness Online safety Trauma Recovery Model Self Harm</p> <p>All training done through Educare online and Noble training solutions (face to face)</p>

Contractual Arrangements

No. of permanent staff	18
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	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)	18
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	4
No. of staff working toward required/recommended qualification	14

Service Details

Name of Service	St Peters House
Telephone Number	01267233110
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	Some welsh speakers

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	4750

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?	Weekly Key working sessions Monthly staff and childrens meetings.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Front garden with garden furniture. Goals, basketball hoop, punch bag. Rear garden in the process of development for small animals.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

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.

The Responsible Individual has visited the home and talked with the children to ascertain their views and wishes. On both occasions the children stated how happy they were at the home and had no complaints. The home asks children to complete Consultation Forms honestly and with support if needed from staff and returned to the manager and R.I. All 4 residents at the time completed the most recent forms and all were generally very positive and no complaints, no specific quotes written. This provides the children an opportunity to voice their opinions, concerns or wishes regarding how the home is run and the quality of care they receive. X2 Consultation Forms completed by Social workers. Both Forms returned were positive with no complaints.

The children in the home have a variety of formal ways to voice and express their views on the home and the quality of care they receive, such as:

- Weekly Keyworker meetings and reports. The manager and Senioriors monitor these reports before filing.
- Weekly Children's Meetings are conducted generally after the monthly Staff Meeting. These children's meetings are chaired by a staff member, minutes written up and filed.
- The children do take an active part each week comprising their own Weekly Planners and Menus and then signing as evidence. Staff support and guidance is required but generally each week completed, filed and with a copy displayed for future reference for the children during the week.

Each child has their own Personal Plan and a Child Friendly version also printed off which they all keep in their rooms, some display it on their walls. The Plans are completed and reviewed by staff every 3 months unless there has been an incident in between needing the plan to be amended/updated. After reviewing, updating and documenting outcomes 'Targets' will be identified for the children to work on over the next review period. The children have an input into their targets. Staff discuss the plan with the children ensuring they understand.

All children have good thorough Individual Risk Assessments in place. These Risk Assessments are reviewed at least monthly or after an incident needing it to be amended/ updated. The Risk Assessments are explained to the children, again gaining a signature after from staff and children and Social Worker in agreement.

There has been several Multi Agency Meetings for the children, the children are encouraged to attend to express their views and wishes.

<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>All the children are registered with doctors, opticians and dentists. Dentists.</p> <p>The LAC Nurse has been in contact and all LAC Health Assessments are within date and kept on file.</p> <p>Weekly keyworker meetings also provide the children the opportunity to sit and discuss any health or development issues.</p> <p>The children have monthly house meetings which is an opportunity for them to express their views, wishes and any complaints. Each child living at St Peters has their own Personal Plan with sections covering Health and Development. The children have in put and each child is aware of their plans.</p> <p>Education is still promoted well within the home, all children are in full time school and are transported by the staff.</p> <p>There are comprehensive Family Contact Plans in place for all residents as directed by Social Services. Contact is supervised by staff. These appointments are always displayed on the Weekly Planner for the children to have knowledge of prior.</p> <p>Children go out on activities with staff and mix well with the general public with no issues.</p> <p>Height and Weight checks are completed monthly by the home monitoring physical development with the children.</p> <p>Children attend youth clubs and school activities.</p> <p>Weekly key working sessions are held, and the residents clearly trust their keyworkers as they discuss openly any health concerns.</p> <p>Residents attend CAHMS and therapy, accompanied by staff.</p> <p>All the residents have Contact Plans in place as directed and led by the Local Authority. The home supports these contact arrangements, transporting to and from and supervising if necessary.</p> <p>Behaviour development of the residents has been excellent. Very few incidents and a notable developing level of maturity. No incidents within the home or home and staff related, which is a huge positive.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Local PCSOs visited the home for an informal discussion with all the residents. No particular topics, just providing the residents with opportunity to ask them any questions.</p> <p>There have been no complaints this review period from any of the children living at the home or staff working at St Peters.</p> <p>No concerns or negative comments mentioned by any of the residents in the recent Consultation Forms completed.</p> <p>The children have been informed of how to make a complaint if they wish and shown the forms to complete if they wish to do so. Completing the forms provides an opportunity to voice their feelings and not have to verbally communicate to staff / adults. How to make a complaint is also documented in the 'Children's Guide' the children receive on admission to the placement. The children have now been informed that they can make a complaint via text to the house phone, instead of completing forms.</p> <p>All staff undergo face to face Safeguarding training in their first week of Induction and then also complete an online qualification in Child Protection and again in Safeguarding. This ensures all the staff are trained to a good level and have the knowledge and understanding when working with the children.</p> <p>The R.I and Manager are Designated and Deputy Safeguarding Officers for the company and have undergone a higher level of training, with certification clearly displayed in the office.</p> <p>In the office there is clearly displayed the local Safeguarding Boards contact information for any referrals to be made and telephone numbers to be used to ring for advice.</p> <p>All staff have had the Safeguarding Reporting procedures explained to them at meetings with a Safeguarding Concern form displayed in the office. No referrals have been reported by staff at present with all coming from specific incidents.</p> <p>All staff have downloaded the Safeguarding App onto their phones at the managers request for reference if ever needed.</p> <p>The home has a professionally fitted door alarm system and CCTV in operation, again to safeguard the children. No concerns were raised by any children, staff or social worker in the most recent set of Consultation forms.</p>

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

The home has 3 company cars enabling the children to regularly take part in activities and trips out.
 On file also are Health and Safety Certificates relating to the physical environment of the home which are all in date, such as PAT Testing, Gas Safe, Electrical and Fire Risk Assessments.
 The office itself has special lock fitted that locks automatically when shut by staff preventing children from entering. Within the office there are lockable filing cabinets and cabinets that contain information regarding the child which promotes their confidentiality.
 At the beginning of every shift the Senior or lead for the day will conduct a 'Daily Walkaround' of the premises checking the environment for any maintenance issues or health and safety concerns. This is then documented and passed on through the Daily Handover document. Any issues are also clearly documented in the Maintenance Book.
 There are 2 designated Maintenance Operatives within the company now who visit the home weekly to address any issues. Any work that needs addressing by a more professional contractor the home has a designated list of electricians, plumbers and builders to support.
 The manager does a Monthly Audit where he views and assesses the home's environment. Any Actions are identified, documented and then addressed over the coming days depending on its urgency. This process is then reviewed the next month to ensure Actions have been completed. The RI Inspection report will also identify any environmental areas that need addressing.
 The children have their own bedrooms to spend time in if they wish and an opportunity to retire to if they needed time and space away from sometimes a busy environment.
 All the bedrooms are alarmed along with the front door. This helps to safeguard the children and the home. Two Night Waking staff are on duty all the time and sometimes Sleep In staff also to support. This helps the children feel safe in their home and someone to go to in the evenings if they get upset.
 Outcomes for children's development and progression is documented in their Personal Plans which are updated every 3 months.
 Children and staff can raise any concerns or wishes for the environment of the home during formal Monthly Meetings or Keyworker Meetings weekly.
 All the Consultation Forms recently completed by the children, all of them tick a Positive box regarding the home's environment. The children feel safe and secure which enables them to work on their personal outcomes.

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)	18
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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	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.	<p>Suicide awareness First aid Adverse childhood experiences Anti Fraud, bribery and corruption Bullying and Harassment Child Exploitation Preventing Bullying Child Protection Equality and Diversity Female Genital mutilation awareness Online safety Trauma Recovery Model Self Harm Designated Safeguard Lead level 3</p> <p>All training done through Educare online and Noble training solutions (face to face)</p>

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
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Suicide awareness First aid Adverse childhood experiences Anti Fraud, bribery and corruption Bullying and Harassment Child Exploitation Preventing Bullying Child Protection Equality and Diversity Female Genital mutilation awareness Online safety Trauma Recovery Model Self Harm</p> <p>All training done through Educare online and Noble training solutions (face to face)</p>
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care Worker - Supporting vulnerable children with their day to day activities and promoting positive outcomes.
Filled and vacant posts	
No. of staff in post	15
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	21
Health & Safety	21
Equality, Diversity & Human Rights	21
Infection, prevention & control	21
Manual Handling	0
Safeguarding	21
Medicine management	21
Dementia	0
Positive Behaviour Management	21
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Suicide awareness First aid Adverse childhood experiences Anti Fraud, bribery and corruption Bullying and Harassment Child Exploitation Preventing Bullying Child Protection Equality and Diversity Female Genital mutilation awareness Online safety Trauma Recovery Model Self Harm</p> <p>All training done through Educare online and Noble training solutions (face to face)</p>

Contractual Arrangements

No. of permanent staff	15
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	1

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)	15
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	2
No. of staff working toward required/recommended qualification	13