

# 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:	Genus Care Ltd
The provider was registered on:	11/07/2018

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Danybeacon	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	16/03/2023
	Responsible Individual(s)	Mark Khan
	Manager(s)	Kyle Jenkins
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Ty Coed Cottage	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	09/09/2020
	Responsible Individual(s)	Mark Khan
	Manager(s)	Claire Rice
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Ynys y Bwt	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	11/07/2018
	Responsible Individual(s)	Mark Khan
	Manager(s)	Leanne Reed
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Knowle House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	11/07/2018
	Responsible Individual(s)	Mark Khan
	Manager(s)	Samuel Tossell
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service

Station Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/07/2018
Responsible Individual(s)	Mark Khan
Manager(s)	Mark Wilkins
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Nnian House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/07/2018
Responsible Individual(s)	Mark Khan
Manager(s)	Rhodri Bwye
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

#### Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>Genus Care has a full time Training Manager that co-ordinates and delivers core and specialist training to all staff. Home training matrix is updated monthly.</p> <p>Training Manager &amp; Home Manager ensure that training needs are identified for individual staff &amp; team specific training and support individual CPD plans for all staff.</p> <p>Training Manager completes unannounced audits of the home, providing feedback to Manager. Audits inform on-going training needs within the home and individual staff.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>New staff receive a thorough three day induction followed by a comprehensive mentoring process which guides and supports them throughout their probation period.</p> <p>Fortnightly supervisions &amp; on-going for probation reviews for staff. Monthly supervisions for all care staff. All staff received annual 360 appraisal.</p> <p>CPD plan follows them throughout their employment.</p> <p>Staff are encouraged and supported to develop and progress within the company.</p> <p>Individual staff incentives to drive performance.</p>

#### Service Profile

##### Service Details

Name of Service	Danybeacon
Telephone Number	07814230751
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4985

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?	key worker sessions and house meetings are held monthly where young people can air their views and opinions on things. The manager also operates an open door policy where young people can come and speak to them whenever needed. Young people also have keyworkers who are their favourite members of the team, these staff members work closely with the Young people and will work with them regular through the month to ensure that the young persons voice is heard.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	there is a large garden area to the front of the property and also large gardens behind and the side of the house. The house has some small sheds to the front and one large shed. There is a large barn also to the front of the house.
Provide details of any other facilities to which the residents have access	-

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

young people are involved in their personal plan objectives from admission and in the review of their plan through keyworker sessions where they discuss objectives outcomes and anything the young people would like to change these are recorded in keyworker sessions. These sessions also concentrate on current issues in each young person's life. The care team also feel that the young persons voices are heard they have stated that they feel they are heard through house meetings where the young people have a say on what things they want for the house, what type of holidays they would like to go on and different types of activities they would like to do. They are also listened to through how's my days where the young people comment on their day and rate it out of 10 and discuss what went well and how it could have improved. It's my life sessions are also used for the young people to voice concerns and discuss things that are going on in their lives. Also during reg 73 visits young people are asked their views on the home and staff and how they feel about these. Information is then collected and fed back to the team and manager. Young people are also supported to attend their LAC reviews and asked to prepare something they would like to discuss during this meeting. Every Sunday the young people are asked to complete a planner where they put down activities that they would like to do and places they would like to go. If young people have incidents then they complete a reflective behaviour form which gives them the chance to discuss their side of the story, how things could have gone differently and reflect on the things of that day.

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

young people are happy and supported to maintain their ongoing health, development, and wellbeing in numerous ways. Firstly, all young people are in full time education with one being educated on site and 2 being educated in different schools within the local area. The team keep in contact with these schools and get regular feedback on how the young people are doing. The young people are encouraged to join local clubs and activities and the team are currently looking at local youth clubs and sports teams for the young people to attend. Young people are taken out into the local community where they undertake normal things for people of their age like trampoline parks, shopping attending sports events. young people are also encouraged to have a healthy and balanced diet with them being monitored on how many fruits and veg they eat, offering plenty of options and encouraged to try new things. The young people are also encouraged to take part in plenty of exercise with walks and sports and gym memberships offered to the young people. Young people attend health appointments and are kept in the loop of any health updates they need.

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

young people feel safe and protected in Dan Y Beacon they know this is their home and that they are safe. Staff ensure this by being DBS checked. All visitors to the home's ID is checked on arrival and we ensure that they have an appointment to be at the home. Young people's whereabouts are only shared with people who are known to the young people and that are safe for them. Young people are mostly staffed 1 to 1 so they are monitored at all times unless they are in their own rooms or the risk assessment explains not to. All sharps are locked away in the office and all dangerous building equipment are locked away in the appropriate sheds. on admission young people are matched through a risk assessment and a reg 18 decision to admit process which is undertaken by the manager. It is decided if the young people are compatible and what their needs may be, young people visit the home before moving in to see how they feel about the home and what they would like their room to be like.

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

Before young people move into the home they go through a matching system. At Dan Y beacon we had various meetings and discussions with young people's social workers as well as reading reports and care plans. Young people are then encouraged to visit the home and see how they feel about living there. Young people at the home are supported to achieve targets and personal outcomes. This is done in a number of ways, firstly the targets are specific to each young person and their needs, they start off as manageable and achievable for the young people and they are rewarded for achieving these with things they would like. These targets can be around personal hygiene, behaviours, and personal development. Staff then record these on a system called behaviour watch and they are monitored monthly and recorded in keyworker sessions and monthly reports. Young people then discuss the outcomes with their keyworker highlighting what they have achieved and done well or what they need to work on. This is again recorded. Staff will as part of IML sessions also discuss outcomes and what the young person is doing to achieve these. The team will discuss different techniques and ways that the young people can approach their outcomes. The team also monitor the young person's wellbeing they ensure that the young person's diet is balanced, that they have plenty of exercise and that their emotional needs are met through being positive and empathetic in their approach.

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)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nutrition and hydration Autistic spectrum disorders CSA PERSON CENTRED CARE LIFE STORY WORK PERSONAL CARE POSITIVE RISK TAKING
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

No. of staff in post	7
No. of posts vacant	1

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

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

Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	7
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	7
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)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Typical shift patterns in operation for employed staff

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

day 1- 09.45-00.00 sleep in -14.25 hours  
 day 2 07.00- 10.00- 3 hours  
 day 3 08.00- 00.00 16 hours  
 day 4 07.00-10.00 3 hours  
 day 5 09.45- 00.00 14.25 hours  
 day 6 off  
 day 7 off  
 day 8 off  
 day 9 off  
 back to day 1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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No. of staff working towards the required/recommended qualification	6
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	Knowe House
Telephone Number	01792846880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4616

##### Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people's voice, wishes and feelings captured during monthly key-worker sessions and house meetings.</p> <p>Voice of the child also evidenced through daily reflection forms during settling with care staff.</p> <p>Responsible Individual always looks to obtain views, wishes and feelings of young people during visits to the home.</p> <p>Home Manager has ensured all young people have or have been offered an advocate.</p> <p>Home Manager ensures that all young people understand their right to make a complaint should they wish to.</p> <p>Home Manager &amp; individual key-workers support young people to engage and participate in their CLA reviews.</p> <p>Feedback discussion and questionnaires are completed by social workers, outside agencies, other professionals and family members to inform Quality of Care Reviews.</p>
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#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A very large garden and patio area which surround the grounds of the home.
Provide details of any other facilities to which the residents have access	There is a school within the grounds of the property that the young people can access.

#### 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>young people are involved in their personal plan objectives from admission and in the review of their plan through keyworker sessions where they discuss objectives outcomes and anything the young people would like to change these are recorded in keyworker sessions. These sessions also concentrate on current issues in each young person's life. The care team also feel that the young person's voices are heard they have stated that they feel they are heard through house meetings where the young people have a say on what things they want for the house, what type of holidays they would like to go on and different types of activities they would like to do. They are also listened to through how's my days where the young people comment on their day and rate it out of 10 and discuss what went well and how it could have improved. It's my life sessions are also used for the young people to voice concerns and discuss things that are going on in their lives. Also, during reg 73 visits young people are asked their views on the home and staff and how they feel about these. Information is then collected and fed back to the team and manager. Young people are also supported to attend their LAC reviews and asked to prepare something they would like to discuss during this meeting. Every Sunday the young people are asked to complete a planner where they put down activities that they would like to do and places they would like to go. If young people have incidents then they complete a reflective behaviour form which gives them the chance to discuss their side of the story, how things could have gone differently and reflect on the things of that day.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>young people are happy and supported to maintain their ongoing health, development, and wellbeing in numerous ways. Firstly, all young people are in full time education. The team keep in contact with these school and get regular feedback on how the young people are doing. The young people are encouraged to join local clubs and activities and the team are currently looking at local youth clubs and sports teams for the young people to attend. Young people are taken out into the local community where they undertake normal things for people of their age like trampoline parks, shopping attending sports events. young people are also encouraged to have a healthy and balanced diet with them being monitored on how many fruits and veg they eat, offering plenty of options and encouraged to try new things. The young people are also encouraged to take part in plenty of exercise with walks and sports and gym memberships offered to the young people. Young people attend health appointments and are kept in the loop of any health updates they need.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>young people feel safe and protected in their home and they know this is their home and that they are safe. Staff ensure this by being DBS checked. All visitors to the home's ID is checked on arrival and we ensure that they have an appointment to be at the home. Young people's whereabouts are only shared with people who are known to the young people and that are safe for them. Young people are mostly staffed 1 to 1 so they are monitored at all times unless they are in their own rooms or the risk assessment explains not to. All sharps are locked away in the office and all dangerous building equipment are locked away in the appropriate sheds. On admission young people are matched through a risk assessment and a reg 18 decision to admit process which is undertaken by the manager. It is decided if the young people are compatible and what their needs may be, young people visit the home before moving in to see how they feel about the home and what they would like their room to be like</p>

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

Before young people move into the home they go through a matching system. At the home we had various meetings and discussions with young people's social workers as well as reading reports and care plans. Young people are then encouraged to visit the home and see how they feel about living there. Young people at the home are supported to achieve targets and personal outcomes. This is done in a number of ways, firstly the targets are specific to each young person and their needs, they start off as manageable and achievable for the young people and they are rewarded for achieving these with things they would like. These targets can be around personal hygiene, behaviours, and personal development. Staff then record these on a system called behaviour watch and they are monitored monthly and recorded in keyworker sessions and monthly reports. Young people then discuss the outcomes with their keyworker highlighting what they have achieved and done well or what they need to work on. This is again recorded. Staff will as part of IML sessions also discuss outcomes and what the young person is doing to achieve these. The team will discuss different techniques and ways that the young people can approach their outcomes. The team also monitor the young person's wellbeing they ensure that the young person's diet is balanced, that they have plenty of exercise and that their emotional needs are met through being positive and empathetic in their approach.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	9
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	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.	<ul style="list-style-type: none"> <li>· Autism &amp; ADHD</li> <li>· SALT</li> <li>· Solution Focused Therapy</li> <li>· Self-Harm and Suicidal Thoughts in Children</li> <li>· Autistic Spectrum Conditions</li> <li>· Mental Health First Aid (Ajuda)</li> <li>· Cognitive Behaviour Therapy</li> <li>· BSL</li> </ul>
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2

Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
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.	Autism & ADHD · SALT · Solution Focused Therapy · Self-Harm and Suicidal Thoughts in Children · Autistic Spectrum Conditions · Mental Health First Aid (Ajuda) · Cognitive Behaviour Therapy · BSL
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	

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

#### Service Profile

##### Service Details

Name of Service	Ninian House
Telephone Number	02922217438
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	2195

##### 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?	2 monthly provider meetings with Cardiff Social services upper management  Monthly reports sent to social workers and visits from the quality of care team from the local authority.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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	Rear garden with patio set and bike shed,
Provide details of any other facilities to which the residents have access	N/a

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The referral process is followed and the young person is at the centre of it whilst completing their personal plan. Whilst at the home they are appointed a key worker that will complete a key worker session at least monthly. Here the young person has the opportunity to discuss their plan, make changes and have input on their care. Monthly house meetings also happen where the young person will add to the agenda and voice their opinions on the systems/goings on in the home. The keyworker will create a monthly report that the young person also has input and comment on.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>As mentioned the admissions process follows a structure to ensure young peoples needs are met. We at the house have a team of experienced staff that encourage/promote opportunities in either work or education for our young people. We have a network of contacts in and around the Cardiff area that we call upon to provide these opportunities for the young people. A weekly planner is completed at the house for each young person that promotes activities and new experiences. Promoting clubs, teams of any kind is important, we will support our young people to ensure they are able to attend. The team will also help plan meals and help budgeting so the young people can get the most from their money. Healthy choices and batch cooking is a skill that the team promote. All young people will be registered with a local GP, optician and dentist where possible. The latter has been an ongoing issue and any dental emergencies we will see us take the young people to the UHW.</p>



The extent to which people feel safe and protected from abuse and neglect.	There are set risk assessments within the home to ensure positive risk taking happens whilst also ensuring the young people and staff feel safe working within a system/structure. These are reviewed monthly and edited accordingly. Inclusiveness within the home is always promoted and a varied activity planner ensures that the young people as well as staff have the opportunities to plan and experience new things.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	There is a structured plan that is followed for admissions to ensure that the needs of individuals can be met. A plan is created with the input of the young person as well as professionals to ensure that they are able to achieve and flourish. Personal outcomes are highlighted in their personal plans and monitored through our behaviour watch system. These are discussed in their monthly keyworker sessions as well as the team monthly review meeting. Here the keyworker will ensure they speak on behalf of their keychild so we can be proactive in changing any outcomes to ensure better results for the young persons.

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)	5
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.  
The information entered should relate to the period during which the staff member has been working for the provider only.

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

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
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.	

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
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 social care worker	2
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Station Cottage
Telephone Number	01639852321
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	n/a

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4985

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?	n/a

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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	driveway with additional decking area and a good size grass area.
Provide details of any other facilities to which the residents have access	On sight School and garage.

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.	House meeting, food menus, they have their say in what goes in their personal plans with their own child friendly copy if they wish, support around risk assessments, own planners with a wide range of activities, keyworker sessions, individual house meeting agendas, LAC reviews, meetings with advocates, the design of their own room, It's my life (therapy), support around independence, support around education, How's my day. own pocket money, clothing & activity money.
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.	being in full time education, we liaise careers Wales, how's my days, its my life (therapy, overseen by Studio 3), support around planners and clubs (football, dance etc.), encourage independence through risk assessments, supervise contact where appropriate, access to own mobile if agreed as well as other devices & social media, personal plans are catered to every individual with reward based systems to help achieve their outcomes, I can booklet (this promotes independent living skills).
The extent to which people feel safe and protected from abuse and neglect.	We assess their cognitive and emotional age through the BOXALL profile to ensure the activities they are completing are age appropriate, support around family contact, support around health & hygiene ensuring they teeth are clean and they shower/bath, own room with lock and key, individual keyworker who they can trust and carry out keyworker sessions, all staff are DBS checked, all essential training is provided to every carer (Safeguarding, engaging young people, low arousal approach, first aid, behaviour management & ACE's, health & wellbeing, recording and communication, legislation, it's my life (studio 3 therapy)). We also offer training To cater every individual young person such as ADHD & Autism, BSL ETC. food is catered to the eat well guide.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	own lock and key to their individual bedroom, having a keyworker, support with careers Wales, how's my days, celebrate Genu's sports day and awards night, It's my life, encourage positive risk taking (their own involvement in risk assessments), support around advocates and other external agencies such as play Therapy, CAMHS etc.

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)

11

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	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.	emergency first aid at work, Low arousal approach (studio 3), engaging young people, attachment and bonding, recording and communication, COSHH, Supervision, coaching and mentoring, leadership and management, level 3 safeguarding, risk assessments, giving constructive feedback, mental health first aid
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
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.	emergency first aid at work, Low arousal approach (studio 3), engaging young people, attachment and bonding, recording and communication, COSHH, Supervision, coaching and mentoring, leadership and management, level 3 safeguarding, risk assessments, giving constructive feedback
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0



Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
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	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.	

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
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.	Typical shift pattern Day1 09:45 - 00:00 sleep in, Day2 07:00 - 10:00. Day3 08:00 - 00:00 sleep in, Day4 07:00 - 10:00. Day5 09:45 - 00:00 off shift 4 days off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

#### Service Details

Name of Service	Ty Coed Cottage
Telephone Number	07814230751 01443 435469
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4985

#### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people's voice, wishes and feelings captured during monthly key-worker sessions and house meetings.</p> <p>Voice of the child also evidenced through daily reflection forms during settling with care staff.</p> <p>Responsible Individual always looks to obtain views, wishes and feelings of young people during visits to the home.</p> <p>Home Manager has ensured all young people have or have been offered an advocate.</p> <p>Home Manager ensures that all young people understand their right to make a complaint should they wish to.</p> <p>Home Manager &amp; individual key-workers support young people to engage and participate in their CLA reviews.</p> <p>Feedback discussion and questionnaires are completed by social workers, outside agencies, other professionals and family members to inform Quality of Care Reviews.</p>

#### 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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A very large garden and patio area which surround the grounds of the home, as well as a mountain which is a part of the property. There is a trampoline, swing set and a slide for the children to use at any reasonable time. As well as a swimming pool when the weather permits.
Provide details of any other facilities to which the residents have access	We have an on site registered school.

#### Communicating with people who use the service

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

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

young people are involved in their personal plan objectives from admission and in the review of their plan through keyworker sessions where they discuss objectives outcomes and anything the young people would like to change these are recorded in keyworker sessions. These sessions also concentrate on current issues in each young person's life. The care team also feel that the young person's voices are heard they have stated that they feel they are heard through house meetings where the young people have a say on what things they want for the house, what type of holidays they would like to go on and different types of activities they would like to do. They are also listened to through how's my days where the young people comment on their day and rate it out of 10 and discuss what went well and how it could have improved. It's my life sessions are also used for the young people to voice concerns and discuss things that are going on in their lives. Also, during reg 73 visits young people are asked their views on the home and staff and how they feel about these. Information is then collected and fed back to the team and manager. Young people are also supported to attend their LAC reviews and asked to prepare something they would like to discuss during this meeting. Every Sunday the young people are asked to complete a planner where they put down activities that they would like to do and places they would like to go. If young people have incidents then they complete a reflective behaviour form which gives them the chance to discuss their side of the story, how things could have gone differently and reflect on the things of that day.

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

young people are happy and supported to maintain their ongoing health, development, and wellbeing in numerous ways. Firstly, all young people are in full time education with one being educated on site and 2 being educated in different schools within the local area. The team keep in contact with these schools and get regular feedback on how the young people are doing. The young people are encouraged to join local clubs and activities and the team are currently looking at local youth clubs and sports teams for the young people to attend. Young people are taken out into the local community where they undertake normal things for people of their age like trampoline parks, shopping attending sports events. young people are also encouraged to have a healthy and balanced diet with them being monitored on how many fruits and veg they eat, offering plenty of options and encouraged to try new things. The young people are also encouraged to take part in plenty of exercise with walks and sports and gym memberships offered to the young people. Young people attend health appointments and are kept in the loop of any health updates they need.

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

young people feel safe and protected in Ty Coed Cottage they know this is their home and that they are safe. Staff ensure this by being DBS checked. All visitors to the home's ID is checked on arrival and we ensure that they have an appointment to be at the home. Young people's whereabouts are only shared with people who are known to the young people and that are safe for them. Young people are mostly staffed 1 to 1 so they are monitored at all times unless they are in their own rooms or the risk assessment explains not to. All sharps are locked away in the office and all dangerous building equipment are locked away in the appropriate sheds. on admission young people are matched through a risk assessment and a reg 18 decision to admit process which is undertaken by the manager. It is decided if the young people are compatible and what their needs may be, young people visit the home before moving in to see how they feel about the home and what they would like their room to be like.

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

Before young people move into the home they go through a matching system. At Ty Coed Cottage we had various meetings and discussions with young people's social workers as well as reading reports and care plans. Young people are then encouraged to visit the home and see how they feel about living there. Young people at the home are supported to achieve targets and personal outcomes. This is done in a number of ways, firstly the targets are specific to each young person and their needs, they start off as manageable and achievable for the young people and they are rewarded for achieving these with things they would like. These targets can be around personal hygiene, behaviours, and personal development. Staff then record these on a system called behaviour watch and they are monitored monthly and recorded in keyworker sessions and monthly reports. Young people then discuss the outcomes with their keyworker highlighting what they have achieved and done well or what they need to work on. This is again recorded. Staff will as part of IML sessions also discuss outcomes and what the young person is doing to achieve these. The team will discuss different techniques and ways that the young people can approach their outcomes. The team also monitor the young person's wellbeing they ensure that the young person's diet is balanced, that they have plenty of exercise and that their emotional needs are met through being positive and empathetic in their approach.

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)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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.	Low arousal, First aid
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	

No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	08
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	14
Medicine management	8
Dementia	0
Positive Behaviour Management	1
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Low Arousal. Fire Safety, Induction
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day1-08.00-00.00 sleep Day 2-07.00-10.00 Day 3-09.45-00.00 sleep Day 4-07.00-10.00 Day 5-09.45-23.30 Day 6-off Day 7-off Day 8-off Day 9-off
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	4
<p>Domestic staff</p>	
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	Ynys y Bwt
Telephone Number	01656842092
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh language is promoted in the home and through on-site education.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	4955

### Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people's voice, wishes and feelings captured during monthly key-worker sessions and house meetings.</p> <p>Voice of the child also evidenced through daily reflection forms during settling with care staff.</p> <p>Responsible Individual always looks to obtain views, wishes and feelings of young people during visits to the home.</p> <p>Home Manager has ensured all young people have or have been offered an advocate.</p> <p>Home Manager ensures that all young people understand their right to make a complaint should they wish to.</p> <p>Home Manager &amp; individual key-workers support young people to engage and participate in their CLA reviews.</p> <p>Feedback discussion and questionnaires are completed by social workers, outside agencies, other professionals and family members to inform Quality of Care Reviews.</p>
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#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home is set in the grounds of approximately 1 acre. The driveway and parking area separates the house from the school which is situated next to the main garden and a smaller garden to the side of the school, where there is also a small patio area. Outside there is a wooden shed where we keep camping equipment, bikes, garden games and inflatable outside pool.
Provide details of any other facilities to which the residents have access	The home has a versatile reception room within the home which is currently used as a games room/second communal lounge. Registered on-site education.

#### 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	Social stories

#### 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>young people are involved in their personal plan objectives from admission and in the review of their plan through keyworker sessions where they discuss objectives outcomes and anything the young people would like to change these are recorded in keyworker sessions. These sessions also concentrate on current issues in each young person's life. The care team also feel that the young person's voices are heard they have stated that they feel they are heard through house meetings where the young people have a say on what things they want for the house, what type of holidays they would like to go on and different types of activities they would like to do. They are also listened to through how's my days where the young people comment on their day and rate it out of 10 and discuss what went well and how it could have improved. It's my life sessions are also used for the young people to voice concerns and discuss things that are going on in their lives. Also, during reg 73 visits young people are asked their views on the home and staff and how they feel about these. Information is then collected and fed back to the team and manager. Young people are also supported to attend their LAC reviews and asked to prepare something they would like to discuss during this meeting. Every Sunday the young people are asked to complete a planner where they put down activities that they would like to do and places they would like to go. If young people have incidents then they complete a reflective behaviour form which gives them the chance to discuss their side of the story, how things could have gone differently and reflect on the things of that day.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>young people are happy and supported to maintain their ongoing health, development, and wellbeing in numerous ways. Firstly, all young people are in full time education with one being educated on site and 2 being educated in different schools within the local area. The team keep in contact with these schools and get regular feedback on how the young people are doing. The young people are encouraged to join local clubs and activities and the team are currently looking at local youth clubs and sports teams for the young people to attend. Young people are taken out into the local community where they undertake normal things for people of their age like trampoline parks, shopping attending sports events. young people are also encouraged to have a healthy and balanced diet with them being monitored on how many fruits and veg they eat, offering plenty of options and encouraged to try new things. The young people are also encouraged to take part in plenty of exercise with walks and sports and gym memberships offered to the young people. Young people attend health appointments and are kept in the loop of any health updates they need.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>young people feel safe and protected in their home and they know this is their home and that they are safe. Staff ensure this by being DBS checked. All visitors to the home's ID is checked on arrival and we ensure that they have an appointment to be at the home. Young people's whereabouts are only shared with people who are known to the young people and that are safe for them. Young people are mostly staffed 1 to 1 so they are monitored at all times unless they are in their own rooms or the risk assessment explains not to. All sharps are locked away in the office and all dangerous building equipment are locked away in the appropriate sheds. on admission young people are matched through a risk assessment and a reg 18 decision to admit process which is undertaken by the manager. It is decided if the young people are compatible and what their needs may be, young people visit the home before moving in to see how they feel about the home and what they would like their room to be like</p>

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

Before young people move into the home they go through a matching system. At the home we had various meetings and discussions with young people's social workers as well as reading reports and care plans. Young people are then encouraged to visit the home and see how they feel about living there. Young people at the home are supported to achieve targets and personal outcomes. This is done in a number of ways, firstly the targets are specific to each young person and their needs, they start off as manageable and achievable for the young people and they are rewarded for achieving these with things they would like. These targets can be around personal hygiene, behaviours, and personal development. Staff then record these on a system called behaviour watch and they are monitored monthly and recorded in keyworker sessions and monthly reports. Young people then discuss the outcomes with their keyworker highlighting what they have achieved and done well or what they need to work on. This is again recorded. Staff will as part of IML sessions also discuss outcomes and what the young person is doing to achieve these. The team will discuss different techniques and ways that the young people can approach their outcomes. The team also monitor the young person's wellbeing they ensure that the young person's diet is balanced, that they have plenty of exercise and that their emotional needs are met through being positive and empathetic in their approach.

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)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fire Safety  Low Arousal Approach  It's My Life (therapeutic intervention) &amp; Life Story work  Engaging young people  Emergency First Aid at Work  Attachment &amp; Bonding Advanced Level Children's Homes (online)  Recording &amp; Communication  Behaviour Management &amp; ACE's  Legislation &amp; Professional Practice  Prevent - Extremism &amp; radicalisation awareness (online)  Nutrition &amp; Hydration (online)  Health &amp; well-being  Communication (online)  COSHH (online)  Fire Risk Assessment  Appraisals (online)  A guide to a good induction  Leading &amp; Managing children's homes (online)  GDPR Stage 1 (online)  GDPR Stage 2 (online)  Managing a team (online)  Display Screen Equipment (online)  Level 3 Safeguarding children (online)  Risk Assessments (online)  Autistic Spectrum Conditions  Managing behaviours of manipulation in looked after children in children's homes  Social Media &amp; Apps  Domestic abuse: children and young people's homes  ADHD  Life Story work children's homes (online)  Growing up in care (external)  Oppositional Defiant Disorder (online)</p>
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	7
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	It's My Life (therapeutic intervention) & Life Story First Aid at Work Attachment and bonding Behaviour Management & ACE's Legislation & professional practice Prevent - Extremism and radicalisation awareness Health & well-being Managing a team Managing challenging conversations Personal effectiveness Time management Emotional intelligence Risk Assessments Autism Spectrum Conditions Development of children & young people Oppositional Defiant Disorder Growing up in care (external)
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
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	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	2
Safeguarding	6
Medicine management	3
Dementia	0
Positive Behaviour Management	6
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety It's My Life (therapeutic intervention) & Life Story Engaging Young People First Aid at Work Attachment & Bonding Recording & Communication Legislation & Professional Practice Prevent - Extremism & Radicalisation Nutrition & Hydration Communication COSHH GDPR Stage 1 Risk Assessments Autistic Spectrum Conditions Person centred care Development of children & young people Positive identity & self-esteem Growing up in care (external) Lone working Oppositional Defiant Disorder Learning disabilities Personal Care Positive attitudes and behaviours
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Contractual Arrangements	
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No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff	
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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.	Average number of staff per shift - 3  Day 1 - 08:00 - 00:00 - sleep-in Day 2 - 07:00 - 10:10 Day 3 - 09:45 - 00:00 - sleep-in Day 4 - 07:00 - 10:00 Day 5 - 09:45 - 23:30
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Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4

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

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

Other types of staff	
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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.	Teacher - providing education to the children who attend the on-site Genus Education school.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Engaging young people Attachment & bonding Recording & communication Behaviour management & ACE's Legislation & professional practice Prevent - extremism & radicalisation TAITH 360 Autistic Spectrum Conditions Growing up in care (external) BTEC SWEET Oppositional Defiant Disorder
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	1
No. of staff working toward required/recommended qualification	0

