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:	Gofal Cymru Care Ltd
The provider was registered on:	07/12/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider
The regulated services delivered by this provider were:	

Ty Mkail

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/08/2022
Responsible Individual(s)	Mohammad Abdoolla
Manager(s)	Adam Jackson
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Ty Jibreel

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/08/2022
Responsible Individual(s)	Mohammad Abdoolla
Manager(s)	Adam Jackson
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Rees House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/04/2019
Responsible Individual(s)	Laura Rees
Manager(s)	Rosa Van
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Croeso

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/03/2019
Responsible Individual(s)	Laura Rees
Manager(s)	Nicola Rix
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Excel Homecare Agency

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/12/2018
Responsible Individual(s)	Mohammad Abdoolla
Manager(s)	Angela Abdoolla
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Timothy House

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	07/12/2018
Responsible Individual(s)	Laura Rees
Manager(s)	Rosa Van
Maximum number of places	12
Service Conditions	There are no conditions associated to this service

Mariam House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	07/12/2018
Responsible Individual(s)	Laura Rees
Manager(s)	Charlotte Taylor
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Ty Soberton

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/03/2019
Responsible Individual(s)	Laura Rees
Manager(s)	Nicola Rix
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ty Connie

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/12/2018
Responsible Individual(s)	Laura Rees
Manager(s)	Rachel McCooke
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	From detailed Job Description, we set clear expectations for each role within the company. This creates a benchmark to monitor employee's performance against.We work with individual employees to develop a Personal Development Plan.Specialist training is delivered on an ongoing basis and staff have the opportunity to request specific courses they feel will benefit their development during supervisions.Training includes workshops as appropriate to impart specific knowledge relating to individuals.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	An assessment of staffing needs is carried out in accordance with the needs of individuals.The assessment of staffing needs takes into account the need for cover to ensure staff mix is appropriate and this is reviewed continuously and adapted to respond to the changing needs and circumstances of individuals using the service. Each staff member will receive ongoing support throughout their employment.Supervision sessions will take place every two months.Staff are encouraged to voice any concerns.

Service Profile

Service Details

Name of Service	Excel Homecare Agency

Telephone Number	02920400657
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?	0

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	0

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.	Currently this service is dormant
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.	Currently this service is dormant
The extent to which people feel safe and protected from abuse and neglect.	Currently this service is dormant

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	1

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

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

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

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

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

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	No

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

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	Mariam House

Telephone Number	02920400657
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

Fees Charged

The minimum weekly fee payable during the last financial year?	2675.81
The maximum weekly fee payable during the last financial year?	3028.03

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?	Feedback Questionnaires, Monthly key worker meetings with individual service users, monthly house meetings, annual service reviews with social workers and parents and conversations with parents as and when needed

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?	3
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 courtyard which is all pave stoned, shed and seating area.
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)	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.	Overall we feel that the individuals we support are given as much choice as possible in relation to their care and support, and that their voices are heard. We consult with them on a wide range of matters which include their environment. The house meetings that take place are documented and evidences of any actions required are completed. There still needs to be more focus on the key worker meetings to ensure that the activities and goals that are being set are person centred, and achievable.
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.	Overall the individuals in the home seems happy and is supported to maintain their on-going health and wellbeing. Staff continue to support individuals to make healthy choices around food and drink. Staff must continue to ensure the annual health care planner is kept up to date to ensure continuous monitoring of health and well-being. Continuous monitoring of individuals physical and mental health should be maintained and documented, with any concerns communicated to the manager/Seniors. Regular audits will continue to identify any health / medication concerns.
The extent to which people feel safe and protected from abuse and neglect.	It is deemed that overall the home has systems and procedures in place to protect the individuals from abuse and neglect. The staff team undertake safeguarding training however it is noted that there are still some gaps in the training that need to be addressed. Staff rotas are scrutinised to ensure that home keep to the correct ratio of staff and that those on shift are adequately trained with regards to the individuals they support i.e. have epilepsy / PBM or other relevant training as appropriate. Extra support and advice is always available from a senior member of staff "on-call" if the home manager is not on shift. Must ensure that if there are agency staff working at the home they have also received safeguarding training and aware of company policy. If an area of concern is raised it must be dealt with within the set timeframes as per policy.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The accommodation is a suitable environment for the individuals residing there. Whilst the service users are happy and are taking part in activities both in and outside of the home, there needs to be some further work on the completion of key worker reports / personal plans. Along with the completion of the data capture information. This will provide a more detailed insight into goals, achievement and overall engagement.

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

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.	Active Support 3 staged competency Medication PBM Basic Life support Diabetes Epilepsy First Aid at Work Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	No

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

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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.	Active Support 3 staged competency Medication PBM Basic Life support Diabetes Epilepsy First Aid at Work Physical Observation Fire training Hand hygiene Mental Capacity COSHH Record Keeping Risk Assessment DOLS

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Early 8am-4pm - 1 10am-6pm - 1 Late Shift 2pm-10pm - 1 Night Sleep 10pm-8am - 1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	No

Domestic 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	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	6
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Risk Assessment DOLS

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0

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	Rees House

Telephone Number	02920400657
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?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	2070.53
The maximum weekly fee payable during the last financial year?	3544.81

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	Feedback questionnaires, Monthly key worker meetings with individual service users, monthly house meetings, annual service reviews with social workers and parents and conversations with parents as and when needed

Service Environment

How many bedrooms at the service are single rooms?	6
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	All service users have access to a back garden and a side garden.
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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
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.	We encourage and actively support those in our care to exercise as much choice and make as many decisions for themselves as possible regarding their lives, thereby contributing to their autonomy and fulfilment in life. A variety of their choices are recorded in their individual care / personal plan, which is reviewed and amended as regulations dictate and as circumstances change. Each month a key worker meeting is due to be scheduled and a review of the individual's personal plan is completed. This then provides the basis for planning new goals and aspirations with the individuals. There are gaps in these meetings taking place and this needs to be addressed. Individuals participate in various activities including local walks to parks, shopping, pedal power Overall we feel that the individuals we support are given as much choice as possible in relation to their care and support, and that their voices are heard. We consult with them on a wide range of matters which include their environment. There are lots of community activities that are accessed by the individuals at Rees House that and choices what activities are made by the individuals.
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.	Based on the individual's ability, we encourage them to be involved in contributing to the completion of a Health Communication Passport (HCP), to address all their identified health needs, in order to promote and manage their current and potential future health needs. HCP is also beneficial in identifying key needs to new staff or emergency staff who may become involved their care needs in the event of a hospital admission. We hold epilepsy, positive behavioural management, diabetes control and other specific person centred workshops whenever a need is identified to help staff provide a better standard of care and support and ensure we meet the physical, mental and emotional health needs of individuals. The senior care team support staff to monitor and assess individuals and carry out reviews of all risk assessments and management plans. Any concerns are discussed with the multi-disciplinary care team before changes are implemented, and referrals made to relevant healthcare professionals as necessary. Individuals are encouraged to participate in our healthy eating programme. In the home education is provided to promote the understanding of good nutrition and a balanced diet. This has resulted in some service users losing weight and reaching a healthy weight. Staff will support individuals to manage their dietary needs with a variety of foods, including making informed choices with regard to snacks between meals. Supervision and support will be provided to attend activities promoting positive health and wellbeing. Overall the individuals in the home seem happy and are supported to maintain their on-going health and wellbeing. Staff must continue to ensure the annual health care planner is kept up to date to ensure continuous monitoring of health and well-being. Continuous monitoring of individuals physical and mental health should be maintained and documented, with any concerns communicated to the manager/team leader. The use of the active support model will continue to evidence the participation levels of the individuals.

The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable those working with vulnerable adults to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of those adults following interventions to combat further abuse. The Company is committed to providing adults at risk who are supported by us with a safe, environment in which they can prosper and are protected from harm, abuse and exploitation. Individuals have copies of the safeguarding policy given to them in their welcome packs. This is also available to those that require it in an Easy Read option. It is deemed that overall the home has systems and procedures in place to protect the individuals from abuse and neglect. The staff team undertake safeguarding training however it is noted that there are some gaps in the training that need to be addressed. Staff rotas are scrutinised to ensure that home keep to the correct ratio of staff and that those on shift are adequately trained with regard to the individual's they support i.e. have epilepsy / PBM or other relevant training as appropriate. Extra support and advice is always available from a senior member of staff "on-call" if the home manager is not on shift. We aim to deal with any and all complaints in a timely fashion and ensure that the well-being of the individuals we support is always at the centre of everything we do.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All individuals are consulted and encouraged to contribute to aspects of the operational management within the home. This includes choice of decoration / furnishing of the home, menu planning, relevant in-house working procedures and planning of activities. Each individual has a weekly activity plan which include in-house and community based activities. They are supported to make their own choices as to what they would like to do on a daily basis, thus helping to promote a person centred approach. They are encouraged to broaden their horizons and try new things, whether that be new menu choices or different activities. Individuals have input into the décor and furniture in their bedrooms to ensure that the space is suitable for them in relation to their personal care and support needs. Each Individual bedrooms have been personalised with colours and features reflecting their needs . Overall it is felt the accommodation supports their well – being and achievement of their personal outcomes

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14

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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

Staff Qualifications

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

Other supervisory staff	
Does your service structure include roles of this type?	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?	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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-16 14-22 22-8 SLEEP

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1

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 Profile

Service Details

Name of Service	Timothy House

Telephone Number	02920400657
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?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	1852.55
The maximum weekly fee payable during the last financial year?	2877.70

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?	All individuals have an up to date service user guide which has easy read details of the provider, complaints procedure etc.

Service Environment

How many bedrooms at the service are single rooms?	6
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	Large back garden with outdoor table and chairs
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)	No
Other	No

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.	There is evidence that individuals within the service are encouraged to have a voice and that they feel that their voices are being heard. Regular house meetings take place where all the service users come together to discuss areas such as: what's working well, what's not working, energy saving, cooking, future plans, H&S etc. Feedback questionnaires are also completed with the service users at the home giving them an opportunity to highlight any concerns and to give general feedback on their experience within the home. (see separate document) Each service user has an individual activity planner in place. And engagement levels are reviewed through data capture entries. Key workers use the information form the data capture to give a detailed overview within the key worker report Overall we feel that the individuals we support are given as much choice as possible in relation to their care and support, and that their voices are heard. We consult with them on a wide range of matters which include their environment, personal goals and future plans.
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.	The individuals we support are registered with a local GP, and we ensure that all health related appointments are attended, annual health checks arranged and professional advice sought whenever necessary. The Staff Team are trained in Autism and Learning Disabilities and how to support individuals on the Autistic Spectrum including their emotional, social and communication needs. We hold epilepsy, positive behavioural management, diabetes control and other specific person centred workshops whenever a need is identified to help staff provide a better standard of care and support and ensure we meet the physical, mental and emotional health needs of individuals. Individuals are encouraged to participate in our healthy eating programme. In the home education is provided to promote the understanding of good nutrition and a balanced diet. Each individual has an annual health check planner in place that provides information on dates of previous health care appointments e.g dentist, opticians, GP etc and dates for review. Overall the individuals in the home are happy and are supported to maintain their on-going health and wellbeing.

The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable those working with vulnerable adults to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of those adults following interventions to combat further abuse.
	Individuals have copies of the safeguarding policy given to them in their welcome packs. This is also available to those that require it in an Easy Read option.
	It is deemed that overall the home has systems and procedures in place to protect the individuals from abuse and neglect.
	Staff rotas are scrutinised to ensure that home keep to the correct ratio of staff and that those on shift are adequately trained with regard to the individual's they support i.e. have epilepsy / PBM or other relevant training as appropriate. Extra support and advice is always available from a senior member of staff "on-call" if the home manager is not on shift.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Each individual has a personal plan that captures personal goals that are important to them. There are allocated keyworkers for each individual that hold monthly keyworker meetings to monitor all progress made.
	Overall the it is felt that the individuals live in accommodation that supports their well-being and achievements of their personal goals. There is lots of positive interaction and engagement and it is evident that all the individuals are happy and supported well within the home.
	There have been lots of positive feedback from families & stakeholders.

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
	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.	Active Support 3 staged competency Medication PBM Basic Life support Diabetes Epilepsy First Aid at Work Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

> Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency Medication PBM Basic Life support Diabetes Epilepsy First Aid at Work Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

Staff Qualifications

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

Other supervisory staff	
Does your service structure include roles of this type?	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?	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.	Active Support 3 staged competency Medication PBM Basic Life support Diabetes Epilepsy First Aid at Work Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-16 14-22 22-8 SLEEP

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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

Domestic 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	10
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	2
Dementia	9
Positive Behaviour Management	1
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

> Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	3

> Staff Qualifications

No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	9

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 Connie

Telephone Number	02920400657
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

Fees Charged

The minimum weekly fee payable during the last financial year?	1184.26
The maximum weekly fee payable during the last financial year?	2085.06

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?	All Individuals have an up to date service user guide which has easy read details of the provider, complaints procedure etc.

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	Large frong Garden and reasonable size back garden with outdoor table and chairs
Provide details of any other facilities to which the residents have access	Shared kitchen access/ utility room to was cloths/ communal we room

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.	We encourage those in our care to manage their own affairs and make their own decisions and take steps not to "disenfranchise" them from doing so. On this basis the individuals in Ty Connie are self- advocating in all they do. If any become unable to exercise their rights and act in their own best interests then a person or persons may be appointed to speak for them in their best interests. The individuals we support at Ty Connie are given as much choice as possible in relation to their care and support, and we consult with them on a wide range of matters which include their environment, activities, menu planning. All individuals are able to take part in house meetings and making such choices. Community participation levels vary according to individual likes and wishes and again they are encouraged and supported in this however, there needs to be a constant review of activity plans that is carried out with the service user to ensure they are meaningful to them
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.	The individuals we support are registered with a local GP, and we ensure that all health related appointments are attended, annual health checks arranged and professional advice sought whenever necessary. Each individual has an annual health check planner in place that provides information on dates of previous health care appointments e.g dentist, opticians, GP etc and dates for review. The Staff Team are trained in Learning Disabilities and undertake specific workshop training related to the individuals at the home. These specific person centred workshops are held whenever a need is identified to help staff provide a better standard of care and support and ensure we meet the physical, mental and emotional health needs of individuals. Overall the individuals at the home appear happy and are supported to maintain their on-going health and wellbeing. Some of the individuals maintain a relatively high level of independence within the home taking part in various household chores, with others requiring more support.

The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable those working with vulnerable adults to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of those adults following interventions to combat further abuse. The Company is committed to providing adults at risk who are supported by us with a safe, environment in which they can prosper and are protected from harm, abuse and exploitation. There are risk assessments and management plans in place for all service users within the home It is deemed that overall the home has systems and procedures in place to protect the individuals from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All individuals are consulted and encouraged to contribute to aspects of the operational management within the home. This includes choice of decoration / furnishing of the home, menu planning, relevant in-house working procedures and planning of activities. Each individual has a weekly activity plan which include in-house and community based activities. They are supported to make their own choices as to what they would like to do on a daily basis, thus helping to promote a person centred approach. They are encouraged to broaden their horizons and try new things, whether that be new menu choices or different activities. Individuals have input into the décor and furniture in their bedrooms to ensure that the space is suitable for them in relation to their personal care and support needs. The accommodation is well maintained, clean and benefits from suitable furnishings and equipment There are personal plans in place and goals that have been identified by the service users with support from staff as well as including elements of their individual care plans, demonstrating that all individuals are supported to maintain their wellbeing and achieve their personal outcomes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	6

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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

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

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-16 14-22 22-8 sleep

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	No

Domestic 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	6
No. of posts vacant	0

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

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

Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6

Medicine management	4
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	6

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 Croeso

Telephone Number	02920400657
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

Fees Charged

The minimum weekly fee payable during the last financial year?	4017.65
The maximum weekly fee payable during the last financial year?	4999.99

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	Feedback questionnaires, monthly key worker meetings with individual service users, monthly house meetings, annual service reviews with social workers and parents and conversations with parents as and when needed

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	Garden area with outside seating and trampoline
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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The young people have been working well with the implementation of PEC's. They are also using objects of reference to allow opportunities of choice. Staff are currently using stage 1 single symbols with all of the young people giving them different choices through the use of pictures. This includes choices of foods, activities both in and outside of the house. The young people in the home are non-verbal but staff are able to use forms of communication that the staff have grown to understand. E.g identifying difference in tones as to whether the young person is happy or sad, facial expressions that identify yes/no. There is regular engagement with family members who advocate for their young people who are non-verbal. There are personal plans in place that highlight personal goals. Overall, we feel that the young people we support are given choice in relation to their care and support, however there needs to be more documented evidence around the input from families / advocates as the young people are non – verbal. There has been significant progress made with each of the young people, they are engaging more in a variety of activities, there is continued development with the use of communication tools, and routines are being followed. This has led to more opportunities particularly out in community settings
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.	The young people are registered with a local GP, and we ensure that all health related appointments are attended, annual health checks arranged and professional advice sought whenever necessary. The young people have been supported to attend optician and dental appointments demonstrating that they are supported to maintain their ongoing health and well being. The staff team are trained to support individuals promoting Independent Living Skills through facilitation and role modelling. The staff have demonstrated how they have used the active support model to help develop the young people's independence. Staff support the young people to manage their dietary needs with a variety of foods, including helping them make choices with regard to snacks between meals. There are systems in place for liaising with the school and there is regular contact between the home and school. Overall the children at Ty Croeso seems happy and are supported to maintain their on-going health and wellbeing. Staff are able to support the holistic needs of the children.

The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable staff to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of the child(ren) concerned following interventions to combat further abuse.
	Young people / their representatives have copies of the safeguarding policy given to them in their welcome packs. This is also available to those that require it in an Easy Read option.
	Staff have been quick to recognise where there has been a potential safeguarding issue and have reported through the correct channels.
	Staff are trained to support those who display any behaviours of concern including compulsive behaviours using positive behavioural management techniques and following personalised management plans formulated in conjunction with health and social services care teams.
	It is deemed that overall the home has systems and procedures in place to protect the young people there from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home has undergone major refurbishment. This has included a brand new kitchen that the individuals use to build on their independent living skills through being supported to prepare and cook their own meals. We have seen evidence of staff using different techniques such as verbal prompts, hand on hand to support this. There is a new dining space that doubles into an activity space for the young people to utilise. We can see how this space has been used to bring the young people together and enjoy meal times and activities together, building on their social skills. Bedrooms are decorated with input from SU and their families. The lounge now provides a space for the young people where they have the options of watching TV, supported by staff to read /have books read to them or simply relax. There are further plans for the garden that will provide more opportunities for activities when complete. This will look to include trampoline, a summer house and sensory garden.

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

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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

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

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	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	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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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)	0
No. of part-time staff (17-34 hours per week)	1
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.	8-16 14-22 22-8 sleep

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

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?	Yes

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

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	4

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	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6

Medicine management	1
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications	

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	6

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 Jibreel

Telephone Number	02920400657
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

Fees Charged

The minimum weekly fee payable during the last financial year?	3186.19
The maximum weekly fee payable during the last financial year?	4976.28

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Feedback questionnaires, monthly key worker meetings with individual service users, monthly house meetings, annual service reviews with social workers and parents to be planned as service is new. Conversations with parents as and when needed

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	A generous deck area and a large lawn area. Garage with up and over door and timber fencing.
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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	electronic communication systems

Statement of Compliance

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Children have weekly activity plans which include in-house and community-based activities. These are aligned to their Personal Plans. They are encouraged to make their own choices as to what they would like to do on a daily basis, thus helping to promote a child-centred approach. Choices are being offered frequently for items such as snacks and drinks and both individuals have the skills required to make choices between 2 objects or tangible items. Improvement has been made in this area through use of visuals. All staff are expected to be advocates for the children in our care. Where there is a need for external involvement in order to ensure the child's voice is heard then we signpost them appropriately to services such as NYAS Cardiff Advocacy Team. We work closely with the placing authority, social workers and families who can also input into the process. There is regular engagement with family members who advocate for their children who are non-verbal. Suitable staff are appointed and trained to provide care and support tailored to each child's needs. This includes personal, emotional and health care needs, finance management, and building on independent living skills There is an in house and community activity plan in place for the children for both term and non-term time. Overall, we feel that children we support are given choice and opportunities in relation to their care and support.
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.	The children we support are registered with a local GP, and we ensure that all health related appointments are attended, annual health checks arranged and professional advice sought whenever necessary. The children have health input from a wider MDT that can be called upon when required. We hold specific person centred workshops whenever a need is identified to help staff provide a better standard of care and support and ensure we meet the physical, mental and emotional health needs of those in our care. Staff will support the children to manage their dietary needs with a variety of foods, including helping them make informed choices with regard to snacks between meals. Supervision and support will be provided to attend activities promoting positive health and wellbeing. The staff team are trained to support individuals promoting Independent Living Skills through facilitation and role modelling. Tasks will be identified in accordance with individual's current age, abilities and wishes, with the aim to improve independence and offer opportunity for personal growth, through responsibility and ownership, meaningful tasks and engagement. There are systems in place for liaising with the school and there is regular contact between the home and school.
The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable staff to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of the child(ren) concerned following interventions to combat further abuse. The Company is committed to providing children at risk who are supported by us with a safe, environment in which they can prosper and are protected from harm, abuse and exploitation. Children / their representatives have copies of the safeguarding policy given to them in their welcome packs. This is also available to those that require it in an Easy Read option

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The mix of children who are accommodated has been carefully thought out according to their age, their specific needs and co mpatibility with those already in residence. We work closely with each child's Multi-Disciplinary Team (MDT) throughout the asse ssment and transition stage to ensure compatibility as far as po ssible. The children in our care are supported and encouraged to participate in a range of educational, social and recreational activities through person centred planning and active support
	The accommodation is undergoing some decoration works to cr eate an environment that is more in keeping as an environment suitable for children. This is a relatively new home that is being adapted to meet the needs of the children. This is including a s ensory area, play equipment for the garden including water pla y, trampoline etc.
	We encourage community participation and social inclusion. Ch ildren are supported to play and to pursue their hobbies and int erests inside and outside of the home. Regular and ongoing co ntact with family and friends, where appropriate, is encouraged and we welcome visitors to the home and phone calls.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8

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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	No

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

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	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	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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

> 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)	0
No. of part-time staff (17-34 hours per week)	1
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.	0800 - 1600 1400 - 2200 2200 - 0800 Sleep

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

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?	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	8
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	3
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

No. of permanent staff	8
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4

> Staff Qualifications

No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	8

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 Mikail

Telephone Number	02920400657
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

Fees Charged

The minimum weekly fee payable during the last financial year?	4200.00
The maximum weekly fee payable during the last financial year?	5399.99

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Feedback questionnaires, monthly key worker meetings with individual service users, monthly house meetings, annual service reviews with social workers and parents and conversations with parents as and when needed

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	Garden Area with grass and decking area
Provide details of any other facilities to which the residents have access	House vehicles

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)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

> The Responsible Individual must prepare the statement of compliance.
>
> CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.
>
> Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Children have weekly activity plans which include in-house and community-based activities. These are aligned to their Personal Plans. They are encouraged to make their own choices as to what they would like to do on a daily basis, thus helping to promote a child-centred approach. Choices are being offered frequently for items such as snacks and drinks and both individuals have the skills required to make choices between 2 objects or tangible items. Improvement has been made in this area through use of visuals. All staff are expected to be advocates for the children in our care. Where there is a need for external involvement in order to ensure the child's voice is heard then we signpost them appropriately to services such as NYAS Cardiff Advocacy Team. We work closely with the placing authority, social workers and families who can also input into the process. There is regular engagement with family members who advocate for their children who are non-verbal. Suitable staff are appointed and trained to provide care and support tailored to each child's needs. This includes personal, emotional and health care needs, finance management, and building on independent living skills There is an in house and community activity plan in place for the children for both term and non-term time. Overall, we feel that children we support are given choice and opportunities in relation to their care and support.
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.	The children we support are registered with a local GP, and we ensure that all health related appointments are attended, annual health checks arranged and professional advice sought whenever necessary. The children have health input from a wider MDT that can be called upon when required. We hold specific person centred workshops whenever a need is identified to help staff provide a better standard of care and support and ensure we meet the physical, mental and emotional health needs of those in our care. Staff will support the children to manage their dietary needs with a variety of foods, including helping them make informed choices with regard to snacks between meals. Supervision and support will be provided to attend activities promoting positive health and wellbeing. The staff team are trained to support individuals promoting Independent Living Skills through facilitation and role modelling. Tasks will be identified in accordance with individual's current age, abilities and wishes, with the aim to improve independence and offer opportunity for personal growth, through responsibility and ownership, meaningful tasks and engagement. There are systems in place for liaising with the school and there is regular contact between the home and school.
The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable staff to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of the child(ren) concerned following interventions to combat further abuse. The Company is committed to providing children at risk who are supported by us with a safe, environment in which they can prosper and are protected from harm, abuse and exploitation. Children / their representatives have copies of the safeguarding policy given to them in their welcome packs. This is also available to those that require it in an Easy Read option

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The mix of children who are accommodated has been carefully thought out according to their age, their specific needs and co mpatibility with those already in residence. We work closely with each child's Multi-Disciplinary Team (MDT) throughout the asse ssment and transition stage to ensure compatibility as far as po ssible. The children in our care are supported and encouraged to participate in a range of educational, social and recreational activities through person centred planning and active support The accommodation is undergoing some decoration works to cr eate an environment that is more in keeping as an environment suitable for children. This is a relatively new home that is being adapted to meet the needs of the children. This is including a s ensory area, play equipment for the garden including water pla y, trampoline etc. We encourage community participation and social inclusion. Ch ildren are supported to play and to pursue their hobbies and int erests inside and outside of the home. Regular and ongoing co ntact with family and friends, where appropriate, is encouraged and we welcome visitors to the home and phone calls.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8

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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	No

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

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	1
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	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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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)	0
No. of part-time staff (17-34 hours per week)	1
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.	0800 - 1600 1400 - 2200 2200 - 0800 sleep

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

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?	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	9
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	3
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	9

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 Soberton

Telephone Number	02920400657
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

Fees Charged

The minimum weekly fee payable during the last financial year?	2954.32
The maximum weekly fee payable during the last financial year?	11000

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?	Feedback Questionnaires

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Garden area with outside seating and trampoline
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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.	We encourage and actively support those in our care to exercise as much choice and make as many decisions for themselves as possible regarding their lives, thereby contributing to their autonomy and fulfilment in life. A variety of their choices are recorded in their individual care / personal plan, which is reviewed and amended as regulations dictate and as circumstances change. Each month a key worker meeting is due to be scheduled and a review of the individual's personal plan is completed. This then provides the basis for planning new goals and aspirations with the individuals. Overall the individuals we support are given as much choice as possible in relation to their care and support, and that their voices are heard. There does however need to be more focus on meaningful activities and positive risk taking.

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.	The individuals we support are registered with a local GP, and we ensure that all health related appointments are attended, annual health checks arranged and professional advice sought whenever necessary. Based on the individual's ability, we encourage them to be involved in contributing to the completion of a Health Communication Passport (HCP), to address all their identified health needs, in order to promote and manage their current and potential future health needs. HCP is also beneficial in identifying key needs to new staff or emergency staff who may become involved their care needs in the event of a hospital admission. Individuals are encouraged to participate in our healthy eating programme. In the home education is provided to promote the understanding of good nutrition and a balanced diet. Staff will support individuals to manage their dietary needs with a variety of foods, including making informed choices with regard to snacks between meals. Supervision and support will be provided to attend activities promoting positive health and wellbeing. Overall the individuals in the home seem happy and are supported to maintain their on-going health and wellbeing. Staff continue to ensure the annual health care planner is kept up to date to ensure continuous monitoring of health and well-being
The extent to which people feel safe and protected from abuse and neglect.	There is a safeguarding policy in place to enable those working with vulnerable people to be able to recognize instances of abuse and to address them effectively. This involves the prevention of abuse, early detection, and the protection of those individuals following interventions to combat further abuse. Individuals have copies of the safeguarding policy given to them in their welcome packs. This is also available to those that require it in an Easy Read option. It is deemed that overall the home has systems and procedures in place to protect individuals within the home from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All individuals are consulted and encouraged to contribute to aspects of the operational management within the home. This includes choice of decoration / furnishing of the home, menu planning, relevant in-house working procedures and planning of activities. Each individual has a weekly activity plan which include in-house and community based activities. They are supported to make their own choices as to what they would like to do on a daily basis, thus helping to promote a person centred approach. They are encouraged to broaden their horizons and try new things, whether that be new menu choices or different activities. Key workers are allocated to individuals and monthly reports completed. The focus of this report is to ensure that all the needs and preferences of the individual are being monitored and met as appropriate and in accordance with the person centred care plan. Individuals have input into the décor and furniture in their bedrooms to ensure that the space is suitable for them in relation to their personal care and support needs. Each Individual bedrooms have been personalised with colours and features reflecting their needs . The accommodation is bright, airy and homely. Overall it is felt the accommodation meets the needs of the individuals within the home but does require some upgrades to furniture and redecoration

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

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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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

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

Deputy service manager	
Does your service structure include roles of this type?	No

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

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	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	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.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

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)	0
No. of part-time staff (17-34 hours per week)	1
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.	0800-1600 1400-2200 2200-0800 sleep

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

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?	Yes

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

Filled and vacant posts

No. of staff in post	5

No. of posts vacant	6

> 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	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	1
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active Support 3 staged competency PBM Basic Life support Diabetes Epilepsy Physical Observation Fire training Hand hygiene Mental Capacity COSHH Infection Control Record Keeping Risk Assessment DOLS

> 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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	3

> Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	3

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