# 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 published Annual Retu		to complete. This information displayed will be included in the	
Provider name:		Integra Community Living Options Limited	
The provider was registere	ed on:	22/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Integra Community Living Options DSS (OwmTaf Morgannwg)		
were:	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	27/10/2021	
	Responsible Individual(s)	Andrea O'Loughlin	
	Manager(s)	Sara Jamal	
	Partnership Area	Cwm Taf Morgannwg	
	Service Conditions	There are no conditions associated to this service	
	Riversdale		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	21/11/2018	
	Responsible Individual(s)	Andrea O'Loughlin	
	Manager(s)	Justine Harris	
	Maximum number of places	10	
	Service Conditions	There are no conditions associated to this service	
	Ty Undeb		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	22/08/2018	
	Responsible Individual(s)	Andrea O'Loughlin	
	Manager(s)	Carla Day	
	Maximum number of places	7	
	Service Conditions	There are no conditions associated to this service	
	Avondale		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	21/11/2018	
	Responsible Individual(s)	Andrea O'Loughlin	

Jennifer Bower

There are no conditions associated to this service

Manager(s)

Maximum number of places

Service Conditions

Ty Newydd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/12/2018
Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Sara Jamal
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Ty Nant	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/01/2019
Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Keith Jones
Maximum number of places	13
Service Conditions	There are no conditions associated to this service

Ty Ddol Awel	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Christopher Dickson
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

EmLodge	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	21/11/2018
Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Kathleen Lloyd
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Caew ern Lodge	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/09/2018
Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Rebecca Cardy
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Integra Community Living Options DSS (Cardiff & Vale)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/12/2018

Responsible Individual(s)	Andrea O'Loughlin
Manager(s)	Sara Jamal
Partnership Area	Cardiff and Vale
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

Individual training needs are identified through supervision and th rough on-the-job coaching and monitoring. Appraisals also identif y individual training needs and requests.

Specific training needs are also identified during the referral proc ess. Each home and individual has a training development plan fo r the year. We have access to our wider training department at Na tional Care Group. Through client reviews any changes in need a re identified and further training rolled out where necessary.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Through considering referrals and client mixes, as well as existing staff skills, we seek to recruit staff via a value-based approach to meet the assessed needs of our clients. We have a dedicated rec ruitment team who are responsible for sourcing appropriate candi dates.

We encourage our managers to invest in their team and address proactively issues arising from staff feedback.

We seek to provide good opportunities for career and pay and invest significantly in developing talent

#### Service Profile

### Service Details

Name of Service	Avondale
Telephone Number	02920494445
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

	7
How many people in total did the service provide care and	5
support to during the last financial year?	

### Fees Charged

The minimum weekly fee payable during the last financial year?	1975.83
The maximum weekly fee payable during the last financial year?	2143.46

## 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?	We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

# Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a front courtyard that is used for parking and an enclose d rear garden with a designated smoking shelter and garage. The garden is large in size with a paved area and water feature with space for a seating area and a lawned area. Access to the rear garden is through the kitchen.
Provide details of any other facilities to which the residents have access	Avondale has one large dining room which is located off the main corridor and leads to the kitchen and conservatory. It is large eno ugh for a dining table and chairs as well as a 3 seated sofa. The dining area benefits from a TV/media point.  There is an ample sized kitchen with plenty of storage for safe ke eping of food, cutlery and utensils. The kitchen benefits from both a gas and electric cooker and oven so individuals are able to lear n to use both methods of cooking ready for when they move on. T here are two large fridge freezers.  There are several communal spaces within the property, the main living room has a TV/media point and there is a 3 seated sofa and 2 single chairs. There is also a computer desk and PC for communal use by all individuals. There is a small quiet lounge next to the communal TV lounge with an aquarium and individuals also have access to a small conservatory which is located off the dining room where there is a multi-gym unit.

# Communicating with people who use the service

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

# Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support th ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and con cerns.

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that wha t choices they do have are maximised and that the individual is able to make the choices they can make through personal plan s and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additiona I support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure th ey are aware of the complaint procedure on transition and at re gular Your Voice Counts and Key Working meetings. This is av ailable in the services and complaints are recorded on the gove rnance database, regularly reviewed by the RI, Senior Manage ment, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly. Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers

ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and b uild therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs, considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves with the area. We implement a 22.00 curfew so we can be confident of the whereabouts and wellbeing of individuals throughout the night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen dence.

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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) 7.60

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'.

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pertinent to this role which is not outlined above.	<ul> <li>Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o ABI</li> <li>Documentation and Record Keeping o Oral Health</li> <li>Diabetes</li> <li>Epilepsy</li> <li>Lone Working</li> <li>Mental Health</li> <li>Self-Harm</li> <li>Substance Misuse</li> <li>Trauma Informed Care</li> <li>Leadership Unlocked</li> <li>Disciplinary, grievance and absence managemen t</li> <li>Referral and Assessments</li> </ul>
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	d 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	
	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	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to compete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially be ore and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do a ready possess a qualification. Staff identified as potential team leaders are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: of Medication competency assessor — SENIORS AND ABOVE of Mental health first aider training — SENIORS AND ABOVE of Mental health first aider training — SENIORS AND ABOVE of Oliver McGowan Learning Disability and Autism the aining of ABI of Documentation and Record Keeping of Oral Health of Diabetes of Epilepsy of Lone Working of Mental Health	

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• The home is staffed 24 hours per day. The lever fixed from the staff on duty depends on the number of individuals we support living at the home (together with the assessed needs) and the requirements of every dividual's care package. There will be a minimum one member of staff available within the service all times.  • A standard working week consists of day and wing night shifts to include weekends and bank hole ays as per the home rota, with shifts being typica 12hrs (8-8), shorter shifts and sleep-ins also occiently, sufficient staff will be on duty to allow ery individual to achieve their planned goals from the placement (i.e. receive the right amount of one one and shared support relevant to the specific herapeutic activity).  • The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commissioners.  • Every individual's needs are regularly reviewed and the staff roster is flexed as appropriate. The nager will build the roster around the needs of the server in the process of the serv
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Yes
ifically to this role type only. Unless otherwise on as of the 31st March of the last financial year.
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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'.

not outlined above'.	
Induction 2	
Health & Safety 4	
Equality, Diversity & Human Rights 4	
Infection, prevention & control 4	
7,1	
Medicine management 5	
Dementia 0	
Positive Behaviour Management 0	
Food Hygiene 3	
pertinent to this role which is not outlined above.  ete the Social Care mework.  Integra recognise mployees with clier ore and in the wee ssion and/or where is in the approach went.  Following succes probationary perion QCF Level 2 in He ready possess a qestaff identified as dependent of the properties of the social Care mework.  Integra recognise mployees with clier ore and in the wee ssion and/or where is in the approach we are properties of the social Care mework.  Integra recognise mework.  Following succes probationary perion QCF Level 2 in He ready possess a qestaff identified as depth to the properties of the	s potential seniors are considere ager to be put forward to comple tional client-specific training that aff include but are not limited to: Learning Disability and Autism trand Record Keeping
Contractual Arrangements	
Contractual Arrangements	
No. of permanent staff 5	
No. of Fixed term contracted staff 0	
No. of volunteers 0	
No. of Agency/Bank staff 0	
No. of Non-guaranteed hours contract (zero hours) 0 staff	
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
	by hours worked per week.
No. of full-time staff (35 hours or more per week) 4	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)  1	by hours worked per week.

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed • The home is staffed 24 hours per day. The level o f staff on duty depends on the number of individual at the service in this role type. You should also include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi oners. · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness. Staff Qualifications 2 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 2 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff No Does your service structure include roles of this type? Other types of staff Does your service structure include any additional role types other than those already listed?

### Service Profile

### Service Details

Name of Service	Caewern Lodge
Telephone Number	02920494445
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?	7

# Fees Charged

The minimum weekly fee payable during the last financial year?	1815.21
The maximum weekly fee payable during the last financial year?	1922.49

# Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	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?	We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

# 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?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Within the boundaries of Caewern Lodge there is plenty of parkin g with a large off road parking area to the rear and driveway. There is a large front garden made up of a lawned area and a pat io. There is also a small rear patio with raised planting. We also have a smoking shelter which is available to the individua Is, this area is maintained by those who live in the home and choo se to smoke.
Provide details of any other facilities to which the residents have access	There is a large dining room located just off the kitchen, it is views out to the rear patio with plenty of light.  There is a conservatory which can be accssed from the dining roo m and provides an additional commula area for the individuals we support to relax, engage in activities or meet with family and friend s.  Caewern Lodge has a number of communal areas consisting of a living room to the front of the property and a 2nd lounge accessible from the dining room with access to the rear patio.

# 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	na

#### 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.

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All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

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Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

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Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and b uild therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs. considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves wit h the area. We implement a 22.00 curfew so we can be confide nt of the whereabouts and wellbeing of individuals throughout t he night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen

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Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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 | 6.30 31 March)

type?

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	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	
100.51 (2.50)		
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.	Integra recognises that it is essential to provide em ployees with client-specific training, especially befor e and in the weeks after the arrival of a new admiss ion and/or wherever there are significant changes in the approach we use to support a particular client.  • Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.  • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse o Trauma Informed Care o Leadership Unlocked o Disciplinary, grievance and absence managemen t o Referral and Assessments	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

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

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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to complete the Social Care Wales All-Wales Induction Fra mework.</li> <li>Integra recognises that it is essential to provide e mployees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 4 in Health and Social Care if they do al ready possess a qualification.</li> <li>Staff identified as potential manager candidates a re considered by their line manager to be put forward to complete a higher QCF.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes</li> <li>Epilepsy</li> <li>Lone Working</li> <li>Mental Health</li> <li>Self-Harm</li> <li>Substance Misuse</li> <li>Trauma Informed Care</li> </ul>
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 fixe	d 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
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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification.</li> <li>Staff identified as potential team leaders are considered by their line manager to be put forward to complete a higher QCF.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes</li> <li>Epilepsy</li> <li>Lone Working</li> <li>Mental Health</li> <li>Self-Harm</li> <li>Substance Misuse</li> <li>Trauma Informed Care</li> </ul>
Contractual Arrangements	
No of norman and staff	In .
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The level of staff on duty depends on the number of individual s we support living at the home (together with their assessed needs) and the requirements of every in dividual's care package. There will be a minimum of one member of staff available within the service at all times.  A standard working week consists of day and wak ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. Typically, sufficient staff will be on duty to allow every individual to achieve their planned goals from the placement (i.e. receive the right amount of one to one and shared support relevant to the specific therapeutic activity).  The manager will review staffing levels continually and is encouraged to increase levels of support should this be required pending a review by commissioners.  Every individual's needs are regularly reviewed, and the staff roster is flexed as appropriate. The manager will build the roster around the needs of every individual as well as the wider needs of the service. Integra also expects each manager to consider the wellbeing of staff regarding overtime, weekend over and fairness.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
	_
Does your service structure include roles of this type?	Yes
type?  Important: All questions in this section relate spe	
type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise
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Important: All questions in this section relate spe stated, the information added should be the post  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that ma	ar for this role type.  and training. The list of training categories
Important: All questions in this section relate spe stated, the information added should be the post.  Filled and vacant posts  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training that may additional training and the state of the training that may can be added to 'Please outline any additional training that may additional training tr	ar for this role type.  and training. The list of training categories y have been undertaken. Unless otherwise ition as of the 31st March of the last financial year.  3 2

Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential seniors are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training Documentation and Record Keeping Oral Health Diabetes Epilepsy Lone Working Mental Health Self-Harm Substance Misuse Trauma Informed Care
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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 s	staff

Set out the typical shift patterns of staff employed • The home is staffed 24 hours per day. The level o at the service in this role type. You should also f staff on duty depends on the number of individual include the average number of staff working in s we support living at the home (together with their each shift. assessed needs) and the requirements of every in dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi oners. · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness. Staff Qualifications No. of staff who have the required qualification to 1 be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff No Does your service structure include roles of this type? Other types of staff Does your service structure include any additional role types other than those already listed?

### Service Profile

### Service Details

Name of Service	Elm Lodge
Telephone Number	02920494445
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	

# Service Provision

# People Supported

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

# Fees Charged

The minimum weekly fee payable during the last financial year?	1761.07
The maximum weekly fee payable during the last financial year?	1870.06

# 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?	We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to up date them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

# Service Environment

	<del>,</del>
How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	The home has a large garden both front and back with establishe d borders and plants; there is also a vegetable garden consisting of four raised beds. We have regular group activities to maintain and grow vegetables and have incorporated items grown by the home into a number of meals. We discuss all ideas for the improve ment of the home both internally and externally in our client meetings and then decide how to spend the available home budgets in accordance with these preferences subject to approval of budget holders.  We also have a smoking shelter which is available to the individuals; this area is maintained by those who live in the home and choose to smoke.
Provide details of any other facilities to which the residents have access	There is a main dining room with a large table and plenty of seatin g as well as a breakfast bar in the kitchen area.  The home has a communal living room that adjoins the dining roo m; it also has a large communal kitchen and quiet room for each i ndividual to meet with care teams, family members and other visit ors.  When the ground floor bedroom is not being used as an assessm ent flat, all individuals will have the benefit of having a 4th communal room (a 2nd living 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support th ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and con cerns.

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that what the choices they do have are maximised and that the individual is able to make the choices they can make through personal plans and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additiona I support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure th ey are aware of the complaint procedure on transition and at re gular Your Voice Counts and Key Working meetings. This is av ailable in the services and complaints are recorded on the gove rnance database, regularly reviewed by the RI, Senior Manage ment, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly.

Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and b uild therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs. considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves wit h the area. We implement a 22.00 curfew so we can be confide nt of the whereabouts and wellbeing of individuals throughout t he night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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 | 5.40 31 March)

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	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification. Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor of Mental health first aider training of Oliver McGowan Learning Disability and Autism training of Documentation and Record Keeping of Oral Health of Diabetes of Epilepsy of Lone Working of Mental Health of Substance Misuse of Trauma Informed Care of Trauma Informed Care of Trauma Informed Care of Leadership Unlocked of Disciplinary, grievance and absence management to Referral and Assessment	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional transfer 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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?  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.		
stated, the information added should be the pos		
stated, the information added should be the positive filled and vacant posts	ition as of the 31st March of the last financial year.	
stated, the information added should be the positive Filled and vacant posts  No. of staff in post	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may set outline any additional training that may can be added to 'Please outline any additional training that may additional training traini	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevance provided is only a sample of the training that marked can be added to 'Please outline any additional training dabove'.	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be undertook.	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.  Induction  Health & Safety	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training training that may can be added to 'Please outline any additional transition of the training training training that may can be added to 'Please outline any additional training train	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that man can be added to 'Please outline any additional trans to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 2 2	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 2 2 0	

Please outline any additional training undertaken · All new staff to the business are required to compl ete the Social Care Wales All-Wales Induction Fra pertinent to this role which is not outlined above. mework. · Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular cli Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential team leaders are consi dered by their line manager to be put forward to co mplete a higher QCF. • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism tr o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse **Contractual Arrangements** 2 No. of permanent staff 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) 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) No. of part-time staff (17-34 hours per week) n No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed The home is staffed 24 hours per day. The level o at the service in this role type. You should also f staff on duty depends on the number of individual include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness.

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		
, ,	V	
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	6	
No. of posts vacant	2	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	4	
Health & Safety	5	
Equality, Diversity & Human Rights	5	
Infection, prevention & control	5	
Manual Handling	5	
Safeguarding	5	
Medicine management	5	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	5	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification.</li> <li>Staff identified as potential seniors managers are considered by their line manager to be put forward to complete a higher QCF.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training</li> <li>Documentation and Record Keeping</li> <li>Oral Health</li> <li>Diabetes</li> <li>Epilepsy</li> <li>Lone Working</li> </ul>	

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The lever of staff on duty depends on the number of individuals we support living at the home (together with the assessed needs) and the requirements of every dividual's care package. There will be a minimum one member of staff available within the service all times.  A standard working week consists of day and weng night shifts to include weekends and bank holically as as per the home rota, with shifts being typica 12hrs (8-8), shorter shifts and sleep-ins also occus typically, sufficient staff will be on duty to allow ery individual to achieve their planned goals from the placement (i.e. receive the right amount of one one and shared support relevant to the specific herapeutic activity).  The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commissioners.  Every individual's needs are regularly reviewed, not the staff roster is flexed as appropriate. The manager will build the roster around the needs of every individual as well as the wider needs of the serve. Integra also expects each manager to consider the wellbeing of staff regarding overtime, weekend over and fairness.
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	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional	

### Service Profile

### Service Details

Name of Service	Into and Consequents I is in a Ontiona DCC (Condiff 8 \/ala)
Name of Service	Integra Community Living Options DSS (Cardiff & Vale)

Telephone Number	02920494445
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	7
support to during the last financial year?	

### Fees Charged

The minimum hourly rate payable during the last financial year?	22.98
The maximum hourly rate payable during the last financial year?	39.86

## 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	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the	We have a Complaints policy in place, staff support individuals to

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

### Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support th ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and con cerns.

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that wha t choices they do have are maximised and that the individual is able to make the choices they can make through personal plan s and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additional support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are h eld to discuss the individuals, any issues being experienced an d ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure th ey are aware of the complaint procedure on transition and at re gular Your Voice Counts and Key Working meetings. This is av ailable in the services and complaints are recorded on the gove rnance database, regularly reviewed by the RI, Senior Manage ment, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, t he Registered Manager ensuring that actions are taken promptl y to mitigate risks, and outcomes are followed up quickly

Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly t o ensure individuals are maintaining or developing their skills a nd ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care a nd support plans are reviewed 3 monthly by the Registered Ma nager and re-read by the teams to ensure they remain convers ant with the most current information.

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 | 4.70

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'.

not outlined above .		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Manual Handling	0	
Safeguarding	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.  Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Stoma Care  Documentation and Record Keeping o Oral Health Diabetes Epilepsy Lone Working Mental Health Self-Harm Substance Misuse Eating Disorder Trauma Informed Care Leadership Unlocked Disciplinary, grievance and absence managemen t CRESSENTED TO	
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	1	

be registered with Social Care Wales as a Service Manager

Wales as a Service Manager	
Deputy service manager	
	V <sub>1</sub> .
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
<u> </u>	T.
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that make can be added to 'Please outline any additional training that the not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to come tee the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially be ore and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular clent.</li> <li>Following successful completion of an employee' probationary period, employees are enrolled on a QCF Level 4 in Health and Social Care if they do a ready possess a qualification.</li> <li>Staff identified as potential managers are considered by their line manager to be put forward to come lete a higher QCF.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to o Medication competency assessor of Mental health first aider training of Oliver McGowan Learning Disability and Autismianing of Documentation and Record Keeping of Oral Health of Diabetes of Epilepsy of Lone Working of Mental Health of Self-Harm of Substance Misuse of Eating Disorder of Stoma Awareness</li> </ul>
	o Trauma Informed Care
Contractual Arrangements	o Frauma Informed Care
Contractual Arrangements	o I rauma Informed Care

No. of colombo and		
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	
Other supervisory staff		
Oner Supervisory Start		
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	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Manual Handling	1	
Safeguarding	2	
Dementia	0	
Positive Behaviour Management	0	
Positive Behaviour Management Food Hygiene	0	

Please outline any additional training undertaken · All new staff to the business are required to compl ete the Social Care Wales All-Wales İnduction Fra pertinent to this role which is not outlined above. mework. · Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular cli ent. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification. taff identified as potential team leaders are conside red by their line manager to be put forward to comp lete a higher QCF. • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism tr o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse o Eating Disorder o Stoma Awareness o Trauma Informed Care **Contractual Arrangements** No. of permanent staff 2 No. of Fixed term contracted staff 0 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) staff 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) No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 1 required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 3 2 No. of posts vacant

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'.

not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Manual Handling	1	
Safeguarding	3	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Fra mework. Integra recognises that it is essential to provide e mployees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential seniors are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes Epilepsy Lone Working Mental Health Self-Harm Substance Misuse Eating Disorder Stoma Awareness Trauma Informed Care	
Contractual Arrangements		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications	<u> </u>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	

care worker

0	
Other types of staff	
No	

### Service Profile

## Service Details

Name of Service	Integra Community Living Options DSS (Cwm Taf Morgannwg)
Telephone Number	02920494445
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

Jenes	•
How many people in total did the service provide care and support to during the last financial year?	0

# Fees Charged

Ī	The minimum hourly rate payable during the last financial year?	97.32
ſ	The maximum hourly rate payable during the last financial year?	97.32

# 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?	Na

# Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Not applicable as no delivering any support during this period
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.	Not applicable as no delivering any support during this period
The extent to which people feel safe and protected from abuse and neglect.	Not applicable as no delivering any support during this period

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)

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
	pecifically to this role type only. Unless otherwise sition 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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Integra recognises that it is essential to provide employees with client-specific training, especially be ore and in the weeks after the arrival of a new adression and/or wherever there are significant changes in the approach we use to support a particular cent.  Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do a ready possess a qualification.  Some of the additional client-specific training that is completed by staff include but are not limited to o Medication competency assessors of Mental health first aider training of Oliver McGowan Learning Disability and Autismaining of Documentation and Record Keeping of Oral Health of Diabetes of Epilepsy of Lone Working of Mental Health of Self-Harm of Substance Misuse of Eating Disorder
	o Trauma Informed Care o Leadership Unlocked o Disciplinary, grievance and absence manageme t o Referral and Assessments
Contractual Arrangements	o Leadership Unlocked o Disciplinary, grievance and absence manageme t
Contractual Arrangements  No. of permanent staff	o Leadership Unlocked o Disciplinary, grievance and absence management
	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments
No. of permanent staff	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments
No. of permanent staff No. of Fixed term contracted staff	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments  1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments  1 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments  1 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	o Leadership Unlocked o Disciplinary, grievance and absence manageme t o Referral and Assessments  1 0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments  1 0 0 0 t d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments  1 0 0 0 0 term contact staff by hours worked per week.  1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	o Leadership Unlocked o Disciplinary, grievance and absence management t o Referral and Assessments  1 0 0 0 0 term contact staff by hours worked per week.  1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a Service	o Leadership Unlocked o Disciplinary, grievance and absence manageme t o Referral and Assessments  1 0 0 0 0 d term contact staff by hours worked per week.  1 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	o Leadership Unlocked o Disciplinary, grievance and absence manageme t o Referral and Assessments  1 0 0 0 0 d term contact staff by hours worked per week.  1 0 0

Other supervisory staff		
No		
Senior social care workers providing direct care		
No		
Other social care workers providing direct care		
No		
Other types of staff		
No		

### Service Profile

## Service Details

Name of Service	Riversdale
Telephone Number	02920494445
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?	12

## Fees Charged

The minimum weekly fee payable during the last financial year?	1664.55
The maximum weekly fee payable during the last financial year?	2177.50

# 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?

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with b y the manager, but where individuals are not satisfied there are pr ocesses in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy servic es if they wish. Communal meetings are a way for individual's we s upport to raise a compliant or concern and for the business to up date them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the servi ce and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'yo u said, we did' format. Discussions with individuals we support occ ur in key working sessions where we discuss the process of how t o make a complaint and support to utilise advocacy services if req uired.

#### Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Within the boundaries of Riversdale House there is a large enclos ed front stone-garden with seating area and an enclosed rear gar den with decking, a lawned area and planting borders and there is also a designated smoking shelter.  Within the boundaries of the Coach House there is an enclosed rear garden with a patio, paths and a grassed lawn area and a designated smoking shelter.
Provide details of any other facilities to which the residents have access	Riversdale House has one large dining area with a large wooden dining room table and chairs; the room may also be used for orga nised activities and a general sitting area. In the kitchen area ther e is also a table for two should individuals we support wish to eat in the kitchen area. In the Coach House there is one large dining room area with a lar ge wooden table and chairs that can also be used as a general seating area. Riversdale House has a large kitchen area, large lounge, a separate quiet lounge, a conservatory with a seating area. The hallway has a seating area where individuals we support are able to sit to use the telephone. Coach House has a large living room and two quiet rooms which may also be used as a visitor lounge in order to provide privacy for relatives or friends to visit. One lounge has been used for Covid testing so is currently not in use, this will be turned back into a us able lounge once restrictions allow.

### Communicating with people who use the service

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

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support the ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and concerns

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that what t choices they do have are maximised and that the individual is able to make the choices they can make through personal plans and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additional support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure the yare aware of the complaint procedure on transition and at regular Your Voice Counts and Key Working meetings. This is available in the services and complaints are recorded on the governance database, regularly reviewed by the RI, Senior Management, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly. Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers

ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and build therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs, considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves with the area. We implement a 22.00 curfew so we can be confident of the whereabouts and wellbeing of individuals throughout the night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen dence.

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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 9.60 31 March)

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'.

0
0
0
0
0
1
1
0
0
0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Integra recognises that it is essential to provide e mployees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.  Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse o Eating Disorder o Stoma Awareness o Trauma Informed Care o Leadership Unlocked o Disciplinary, grievance and absence managemen t o Referral and Assessments	
_	-   -   -   -   -   -   -   -   -   -	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
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'.

not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 4 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential managers are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor of Mental health first aider training of Oliver McGowan Learning Disability and Autism training of Documentation and Record Keeping of Oral Health of Diabetes of Epilepsy of Lone Working of Mental Health of Self-Harm of Substance Misuse of Eating Disorder	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

0

Staff Qualifications

No. of part-time staff (16 hours or under per week)

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 s stated, the information added should be the p	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial
Important: All questions in this section relate s stated, the information added should be the p	pecifically to this role type only. Unless otherwis osition as of the 31st March of the last financial
stated, the information added should be the p	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial y
stated, the information added should be the p	osition as of the 31st March of the last financial y
Filled and vacant posts  No. of staff in post  Training undertaken during the last financial y  Set out the number of staff who undertook releprovided is only a sample of the training that releases	position as of the 31st March of the last financial  1  1  ear for this role type.  evant training. The list of training categories may have been undertaken. Any training not list
Filled and vacant posts  No. of staff in post  Training undertaken during the last financial y  Set out the number of staff who undertook releprovided is only a sample of the training that rean be added to 'Please outline any additional	position as of the 31st March of the last financial  1  1  ear for this role type.  evant training. The list of training categories may have been undertaken. Any training not list
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial y Set out the number of staff who undertook releprovided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.	position as of the 31st March of the last financial  1 1 ear for this role type. evant training. The list of training categories may have been undertaken. Any training not list training undertaken pertinent for this role which the state of the state of the last financial training undertaken pertinent for this role which the state of the state of the last financial training undertaken pertinent for this role which the state of the last financial training undertaken pertinent for this role which the state of the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which training undertaken pertinent for this role which training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for this role which the last financial training undertaken pertinent for the last financial training undertaken pertinent financial training undertaken pertinent financial training
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Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial y Set out the number of staff who undertook releprovided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	position as of the 31st March of the last financial  1  1  ear for this role type.  evant training. The list of training categories may have been undertaken. Any training not list training undertaken pertinent for this role whice  0  0  1  0
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial y Set out the number of staff who undertook releprovided is only a sample of the training that r can be added to 'Please outline any additional not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	position as of the 31st March of the last financial  1 1 ear for this role type. evant training. The list of training categories hay have been undertaken. Any training not list training undertaken pertinent for this role whice  0 0 1 0 0 1
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial y Set out the number of staff who undertook releprovided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	position as of the 31st March of the last financial  1  1  ear for this role type.  evant training. The list of training categories may have been undertaken. Any training not list training undertaken pertinent for this role whice  0  0  1  0  1
stated, the information added should be the p  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial y Set out the number of staff who undertook rele provided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	position as of the 31st March of the last financial  1  1  ear for this role type.  evant training. The list of training categories hay have been undertaken. Any training not list training undertaken pertinent for this role whice  0  0  1  0  1  1  1
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial y Set out the number of staff who undertook releprovided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	position as of the 31st March of the last financial  1  1  ear for this role type.  evant training. The list of training categories may have been undertaken. Any training not list training undertaken pertinent for this role whice  0  0  1  0  1

Please outline any additional training undertaken · All new staff to the business are required to compl ete the Social Care Wales All-Wales Induction Fra pertinent to this role which is not outlined above. mework. · Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular cli Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential team leaders are consi dered by their line manager to be put forward to co mplete a higher QCF. • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism tr o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse **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) 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) No. of part-time staff (17-34 hours per week) n No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed The home is staffed 24 hours per day. The level o at the service in this role type. You should also f staff on duty depends on the number of individual include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness.

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
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	13	
No. of posts vacant	2	
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	5	
Health & Safety	7	
Equality, Diversity & Human Rights	9	
Infection, prevention & control	5	
Manual Handling	5	
Safeguarding	13	
Medicine management	12	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	5	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework.  Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification.  Staff identified as potential seniors are considered by their line manager to be put forward to complete a higher QCF.  Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training  Documentation and Record Keeping  Oral Health  Diabetes  Epilepsy  Lone Working  Mental Health	

Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	-
	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The leve f staff on duty depends on the number of individus we support living at the home (together with the assessed needs) and the requirements of every i dividual's care package. There will be a minimum one member of staff available within the service a all times.  A standard working week consists of day and wan gnight shifts to include weekends and bank holi ays as per the home rota, with shifts being typical 12hrs (8-8), shorter shifts and sleep-ins also occident of the support of the placement (i.e. receive their planned goals from the placement (i.e. receive their planned goals from the placement (i.e. receive the right amount of one of one and shared support relevant to the specific herapeutic activity).  The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commisteness.  Every individual's needs are regularly reviewed, not the staff roster is flexed as appropriate. The manager will build the roster around the needs of every individual as well as the wider needs of the server, individual as well as the wider needs of the server.  In the staff roster is flexed as appropriate. The manager will build the roster around the needs of the server. In the staff roster is flexed as appropriate. The manager will build the roster around the needs of the server. In the staff roster is flexed as appropriate. The manager will build the roster around the needs of the server. In the staff regarding overtime, weekend over and fairness.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional	

# Service Profile

#### Service Details

Name of Service	Ty Ddol Awel
Telephone Number	01792207529
What is/are the main language(s) through which your service is provided?	English Medium

### Service Provision

# People Supported

Other languages used in the provision of the service

	1
How many people in total did the service provide care and	5
Thow many people in total did the service provide care and	19
support to during the last financial year?	
support to during the last interior year.	

### Fees Charged

The minimum weekly fee payable during the last financial year?	1692.11
The maximum weekly fee payable during the last financial year?	1890.13

## Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

# Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	1

How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a small garden area to the front of the home and a medium size fenced garden to the rear which is accessible via the dining and utility rooms and has a locked gate leading to the front of the home.  This is used for relaxation, leisure and activity purposes, including general maintenance, gardening projects, barbeques, light physic al exercise, bird feeding and observation and the growing of herb s for use in cooking activities. Activities are tailored to the level of ability of all individuals resident in the home. Individuals are encouraged to take an interest and a degree of responsibility for its upk eep and there are adequate seating and facilities for all individuals and staff to enjoy the area.  There is a brick built shed for storage of refuse and equipment. On the lower level is a smoking shelter for individuals' use, which they are expected and supported to help maintain to a hygienic st andard and to use safely.
Provide details of any other facilities to which the residents have access	Ty Ddol Awel has 2 dining areas - a separate dining/activities roo m and an area in the kitchen for eating more informally. Within Ty Ddol Awel there is also a large bright lounge with acces s to a TV and plenty of seating; this area is used for group activiti es. There is a quiet lounge situated off the kitchen that is utilised f or individuals to meet with care teams, staff, family and friends. Th ere is a computer in the quiet lounge for individual use.

## 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  $\underline{\text{guidance}}$  on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support th ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and concerns

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that wha t choices they do have are maximised and that the individual is able to make the choices they can make through personal plan s and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additiona I support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure the yare aware of the complaint procedure on transition and at regular Your Voice Counts and Key Working meetings. This is available in the services and complaints are recorded on the governance database, regularly reviewed by the RI, Senior Management, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly. Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers

ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and build therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs, considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves with the area. We implement a 22.00 curfew so we can be confident of the whereabouts and wellbeing of individuals throughout the night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen dence.

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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 6.10 31 March)

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'.

0
1
0
0
0
1
1
0
0
0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes</li> <li>Epilepsy</li> <li>Lone Working</li> <li>Mental Health</li> <li>Self-Harm</li> <li>Substance Misuse</li> <li>Trauma Informed Care</li> <li>Leadership Unlocked</li> <li>Disciplinary, grievance and absence managemen t</li> <li>Referral and Assessments</li> </ul>
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	
	Ι.
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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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
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'.

not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 4 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential managers are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor of Mental health first aider training of Oliver McGowan Learning Disability and Autism training of Documentation and Record Keeping of Oral Health of Diabetes of Epilepsy of Lone Working of Mental Health of Self-Harm of Substance Misuse of Trauma Informed Care	
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	d 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	
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	0	
Induction Health & Safety	0	
Health & Safety	0	
Health & Safety Equality, Diversity & Human Rights	0	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 0 0	
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	0 0 0 0	
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	0 0 0 0 1	
Health & Safety  Equality, Diversity & Human Rights Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	0 0 0 0 1	

Please outline any additional training undertaken · All new staff to the business are required to compl ete the Social Care Wales All-Wales Induction Fra pertinent to this role which is not outlined above. mework. · Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular cli Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential team leaders are consi dered by their line manager to be put forward to co mplete a higher QCF. • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism tr o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse **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) 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) No. of part-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed The home is staffed 24 hours per day. The level o at the service in this role type. You should also f staff on duty depends on the number of individual include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness.

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	5	
No. of posts vacant	0	
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	3	
Health & Safety	5	
Equality, Diversity & Human Rights	5	
Infection, prevention & control	5	
Manual Handling	5	
Safeguarding	5	
Medicine management	5	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	5	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to compete the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period ampleyees are expelled an approach.</li> </ul>	
	probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do a ready possess a qualification.  • Staff identified as potential seniors are considere d by their line manager to be put forward to complete a higher QCF.  • Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes  • Epilepsy	
	o Lone Working o Mental Health o Self-Harm o Substance Misuse	

Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The lever f staff on duty depends on the number of individuals we support living at the home (together with the assessed needs) and the requirements of every individual's care package. There will be a minimum one member of staff available within the service a all times.  A standard working week consists of day and we not night shifts to include weekends and bank holically as as per the home rota, with shifts being typical 12hrs (8-8), shorter shifts and sleep-ins also occused 17 pically, sufficient staff will be on duty to allow ery individual to achieve their planned goals from the placement (i.e. receive the right amount of one one and shared support relevant to the specific herapeutic activity).  The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commissioners.  Every individual's needs are regularly reviewed, not the staff roster is flexed as appropriate. The manager will build the roster around the needs of every individual as well as the wider needs of the serve. Integra also expects each manager to consider the wellbeing of staff regarding overtime, weekend over and fairness.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
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	No

#### Service Profile

#### Service Details

provided?

Name of Service	Ty Nant
Telephone Number	02920523178
What is/are the main language(s) through which your service is	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	13
support to during the last financial year?	

#### Fees Charged

The minimum weekly fee payable during the last financial year?	1564.67
The maximum weekly fee payable during the last financial year?	1920.90

### 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	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the	We have a Complaints policy in place, staff support individuals to

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to up date them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'yo u said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

#### Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	1

How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Within the boundaries of Ty Nant there is an area to the front use d for car parking and a drive to the side also used for car parking Each of the houses has their own individual garden area, the gar dens are all level and have lawns and patios. There are flower be ds in some areas. Individuals regularly assist in the maintenance of the gardens.  There are also designated areas where individuals are able to sm oke.
Provide details of any other facilities to which the residents have access	Each home (Nant-y-Coed, Nant-yr-Hafod and Nant-y-Bwthyn) has its own dining room. The flats in Nant-y-Wennol also have their ow n dining areas.  There are several communal spaces within the homes, each has a living room with TV/Media point, there is an area used by individ uals with gym equipment. The rooms are decorated in light neutra I colours with individuals having their own input into the décor and involvement in the purchasing of furniture within the home.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support th ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and con cerns.

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that wha t choices they do have are maximised and that the individual is able to make the choices they can make through personal plan s and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additional support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure th ey are aware of the complaint procedure on transition and at re gular Your Voice Counts and Key Working meetings. This is av ailable in the services and complaints are recorded on the gove rnance database, regularly reviewed by the RI, Senior Manage ment, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly.

Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and build therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs, considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves with the area. We implement a 22.00 curfew so we can be confident of the whereabouts and wellbeing of individuals throughout the night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased independence.

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase their independence with the consistency and reassurance of a familiar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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)

11.80

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		
1 lifed and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Integra recognises that it is essential to provide e mployees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.  Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o ABI  Documentation and Record Keeping o Oral Health  Diabetes  Epilepsy  Lone Working  Mental Health  Self-Harm  Substance Misuse  Trauma Informed Care  Leadership Unlocked  Disciplinary, grievance and absence managemen t  Referral and Assessments	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework.  Integra recognises that it is essential to provide employees with client-specific training, especially be ore and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 4 in Health and Social Care if they do al ready possess a qualification.  Staff identified as potential managers are considered by their line manager to be put forward to complete a higher QCF.  Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor of Mental health first aider training on Oliver McGowan Learning Disability and Autism training on ABI on Documentation and Record Keeping on Oral Health on Diabetes of Epilepsy on Lone Working on Mental Health on Self-Harm on Substance Misuse on Eating Disorder
	o Trauma Informed Care
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other surrous in an artistic	
Other supervisory staff	I
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	
। କ୍ରୋରପେ ପଧ । ।ଧା ୨୯୬	

Filled and vacant posts   3   No. of staff in post   3   No. of posts vacant   0	type?	No		
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				
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  No. of posts vacant  O  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  O  Health & Safety  1  Equality, Diversity & Human Rights  2  Infection, prevention & control  I  Manual Handling  1  Safeguarding  3  Medicine management  O  Positive Behaviour Management  O  Positive Behaviour Management  O  Positive Behaviour Management  O  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - All new staff to the business are required to one of the Social Care Wales All-Wales Induction Fremwork.  - Integra recognises that it is essential to provide myloyees with client-specific training, especially to ore and in the weeks after the arrival of a new as sion and/or wherever there are significant change in the approach we use to support a particular ent.  - Following successful completion of an employee probationary period, employees are enrolled on in the use of the provide myloyees with client-specific training, especially to ore and in the weeks after the arrival of a new as sion and/or wherever there are significant change in the approach we use to support a particular ent.  - Following successful completion of an employee probationary period, employees are enrolled on in the vector of the provide myloyees are not limited to one of the social Care Wales All-Wales and the social Care the provide of a new as sion and/or wherever there are significant change in the social care the pro	Senior social care workers providing direct care	Senior social care workers providing direct care		
Filled and vacant posts  No. of staff in post No. of staff in post No. of posts vacant  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 2  Infection, prevention & control 1  Safeguarding 3  Medicine management 3  Dementia 0  Positive Behaviour Management 0  Positive Behaviour Management 0  Positive ship in the staff in the business are required to content the social Care Wales All-Wales induction Frework.  • Integra recognises that it is essential to provide molyoes with client-specific training, sepecially to ore and in the weeks after the arrival of a new as sison and/or wherever there are significant chan, is in the approach we use to support a particular ent.  • Following successful completion of an employee are included to the dictionary period, employees are employee are employees are employee or employees are employee or endeled on a COF Level 3 in Health and Social Care if they do ready possess a qualification.  • Staff identified as potential team leaders are condered by their line manager to be put forward to miglete a higher COF.  • Some of the additional client-specific training possess and probability and Autism aining on ABI - (for AV & NYB only)  • Decumentation and Record Keeping • Or all Health • Oliabetes • Opiner McGowan Learning Disability and Autism aining • ABI - (for AV & NYB only) • Obcumentation and Record Keeping • Or all Health • Oliabetes • Opiner McGowan Learning Disability and Social Care of the Autism aining • Oxider Health • Oliabetes • Opiner McGowan Learning Disability and Social Care of the Autism of		Yes		
No. of staff in post  No. of posts vacant  7 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  2 Infection, prevention & control  1 Manual Handling  3 Medicine management  3 Dementia  0 Positive Behaviour Management  1 OPositive Management  2 OPOSITIVE Management  3 OPOSITIVE Management  3 OPOSITIVE Management  1 OPOSITIVE Management  1 OPOSITIVE Management  2 OPOSITIVE Management  3 OPOSITIVE Management  4 OPOSITIVE Management  5 OPOSITIVE Management  6 OPOSITIVE Management  7 OPOSITIVE Management  8 OPOSITIVE Management  1 OPOSITIVE Management  1 OPOSITIVE Management  1 OPOSITIVE Management  1 OPOSITIVE Management  2 OPOSITIVE Management  3 OPOSITIVE Management  5 OPOSITIVE Management  6 OPOSITIVE Management  7 OPOSITIVE Management  9 OPOSITIVE Management  1 OPOSITIVE Management  2 OPOSITIVE Management  3 OPOSITIVE Management  5 OPOSITIVE Management  6 OPOSITIVE Management  9 OPOSITIVE Management  1 OPOSITIVE Management  2 OPOSITIVE Management  2 OPOSITIVE Management  3 OPOSITIVE Management  4 OPOSITIVE Management  5 OPOSITIVE Management  6 OPOSITIVE Management  9 OPOSITIVE Management  9 OPOSITIVE Management  9 OPOSITIVE Management  9 OP				
No. of posts vacant    Training undertaken during the last financial year for this role type.	Filled and vacant posts			
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  2  Infection, prevention & control  1  Manual Handling  1  Safeguarding  3  Medicine management  0  Positive Behaviour Management  0  Please outline any additional training undertaken pertinent to this role which is not outlined above.  *All new staff to the business are required to conte the Social Care Wales All-Wales Induction From the staff of the marrival of a new additional training undertaken pertinent to this role which is not outlined above.  *Integra recognises that it is essential to provide mployees with client-specific training, especially to ore and in the weeks after the arrival of a new addition and or wherever there are significant towns in the approach we use to support a particular ent.  *Following successful completion of an employee probationary period, employees are enrolled on a CCF Level 3 in Health and Social Care if they do ready possess a qualification.  *Staff identified as potential team leaders are condered by their line manager to be put forward to mplete a higher CCF.  *Some of the additional client-specific training is completed by staff include but are not limited to Medication competency assessor – SENIORS A D ABOVE  O Nental health first aider training – SENIORS AN ABOVE  O Oliver McGowan Learning Disability and Autismaining O Yall Health O Diabetes Epilepsy U Lone Working O Mental Health O Self-Harm O Substance Misuse	No. of staff in post	3		
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	No. of posts vacant	0		
Health & Safety  Equality, Diversity & Human Rights  2 Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Tood Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  **All new staff to the business are required to cone the the Social Care Wales All-Wales Induction From the Wales and Interpretation of the weeks after the arrival of a new assion and/or wherever there are significant changes in the approach we use to support a particular ent.  **Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  **Staff identified as potential team leaders are condered by their line manager to be put forward to mplete a higher QCF.  **Some of the additional client-specific training the scape of the additional client-specific training the scape of the additional client-specific training on ABI- (for AV & NYB only)  **O Diabetes** O Oliver McGowan Learning Disability and Autismaining O ABI- (for AV & NYB only) O Documentation and Record Keeping O Oral Health O Salf-Harm Substance Misuse	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			
Equality, Diversity & Human Rights  2 Infection, prevention & control  1 Manual Handling  3 Medicine management  3 Dementia  Positive Behaviour Management  1 Please outline any additional training undertaken pertinent to this role which is not outlined above.  **Prevention of the weeks after the arrival of a new years of the additional client-specific training, especially ore and in the weeks after the arrival of a new years of the additional client-specific training in the approach we use to support a particular ent.  **Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  **Staff identified as potential team leaders are concerned by their illne manager to be put forward to mplete a higher QCF.  **Some of the additional client-specific training in the completed by staff include but are not limited to a Medication competency assessor – SENIORS & D. ABOVE  O Mental health first aider training — SENIORS AN ABOVE  O Mental health first aider training — SENIORS AN ABOVE  O Oliver McGowan Learning Disability and Autism aining  O ABI - (for AV & NYB only)  O Documentation and Record Keeping  O Oral Health  O Biabetes  O Epilepsy  O Lone Working  Medication Competency assessor — SENIORS AN ABOVE  O Recomply and Autism aining  O ABI - (for AV & NYB only)  O Documentation and Record Keeping  O Wental Health  O Self-Harm  Substance Misuse	Induction	0		
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Dementia  O  Positive Behaviour Management  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  *All new staff to the business are required to conete the Social Care Wales All-Wales Induction Francoural in the weeks after the arrival of a new adsision and/or wherever there are significant changs in the approach we use to support a particular ent.  *Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  *Staff identified as potential team leaders are condered by their line manager to be put forward to mplete a higher QCF.  *Some of the additional client-specific training the is completed by staff include but are not limited to medication competency assessor — SENIORS AN ABOVE  O Mental health first aider training — SENIORS AN ABOVE  O Oliver McGowan Learning Disability and Autismaining O ABI - (for AV & NYB only) O Documentation and Record Keeping Oral Health O Diabetes Epilepsy O Lone Working Mental Health O Self-Harm S substance Misuse	Health & Safety	1		
Manual Handling  Safeguarding  Medicine management  Dementia  O  Positive Behaviour Management  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  *All new staff to the business are required to conete the Social Care Wales All-Wales Induction Francoural in the weeks after the arrival of a new adsision and/or wherever there are significant changs in the approach we use to support a particular ent.  *Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  *Staff identified as potential team leaders are condered by their line manager to be put forward to make the properties of the additional client-specific training the scompleted by staff include but are not limited to a Medication competency assessor — SENIORS AN ABOVE  O Mental health first aider training — SENIORS AN ABOVE  O Oliver McGowan Learning Disability and Autismaining O ABI - (for AV & NYB only) O Documentation and Record Keeping Oral Health O Diabetes O Epilepsy O Lone Working Mental Health O Self-Harm O Substance Misuse	Equality, Diversity & Human Rights	2		
Safeguarding  Medicine management  Dementia  0  Positive Behaviour Management  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to this role which is not outlined above.  **All new staff to the business are required to content to the thing to the this possible staff in the possible in the session and/or wherever there are significant change in the approach we use to support a particular ent.  **Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  **Staff identified as potential team leaders are condered by their line manager to be put forward to mplete a higher QCF.  **Some of the additional client-specific training the is completed by staff include but are not limited to Medication competency assessor – SENIORS AN ABOVE  **O ABOVE**  **O ABOVE**  **O Mental Health first aider training – SENIORS AN ABOVE**  **O Cliver McGowan Learning Disability and Autismaining and Autismaining on ABI- (for AV & NYB only)  **O Clover McGowan Learning Disability and Autismaining on ABI- (for AV & NYB only)  **O Clover McGowan Learning Disability and Autismaining on ABI- (for AV & NYB only)  **O Clover McGowan Learning Disability and Autismaining on ABI- (for AV & NYB only)  **O Clover McGowan Learning Disability	Infection, prevention & control	1		
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Dementia  Dementia  Positive Behaviour Management  O  Food Hygiene  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  **All new staff to the business are required to cone te the Social Care Wales All-Wales Induction Framework.  • Integra recognises that it is essential to provide mployees with client-specific training, especially be ore and in the weeks after the arrival of a new addiscion and/or wherever there are significant changes in the approach we use to support a particular ent.  • Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  • Staff identified as potential team leaders are condered by their line manager to be put forward to implete a higher QCF.  • Some of the additional client-specific training the is completed by staff include but are not limited to a Medication competency assessor — SENIORS ANABOVE  • Oliver McGowan Learning Disability and Autismalining • ABI - (for AV & NYB only) • Documentation and Record Keeping • Oral Health • Diabetes • Epilepsy • Lone Working • Mental Health • Self-Harm • Substance Misuse	Safeguarding	3		
Positive Behaviour Management  Food Hygiene  1  Please outline any additional training undertaken pertinent to this role which is not outlined above.  **All new staff to the business are required to cone te the Social Care Wales All-Wales Induction Francowork.**  **Integra recognises that it is essential to provide imployees with client-specific training, especially to ore and in the weeks after the arrival of a new addition and/or wherever there are significant changes in the approach we use to support a particular ent.  **Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  **Staff identified as potential team leaders are condered by their line manager to be put forward to implete a higher QCF.  **Some of the additional client-specific training the is completed by staff include but are not limited to a Medication competency assessor — SENIORS ANABOVE  **O Mental health first aider training — SENIORS ANABOVE  **O Oliver McGowan Learning Disability and Autismaining**  **O ABI - (for AV & NYB only)  **O Documentation and Record Keeping  **O Tal Health**  **Diabetes**  **O Epilepsy**  **O Lone Working  **O Mental Health**  **O Self-Harm**  **O Substance Misuse**	Medicine management	3		
Please outline any additional training undertaken pertinent to this role which is not outlined above.  • All new staff to the business are required to cone te the Social Care Wales All-Wales Induction From the Wales Induction From the Wales and Induction From the Wales and Induction From the Wales and Induction From the Wales after the arrival of a new additional on the Wales after the arrival of a new additionary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  • Staff identified as potential team leaders are condered by their line manager to be put forward to mplete a higher QCF.  • Some of the additional client-specific training the is completed by staff include but are not limited to a Medication competency assessor – SENIORS AN ABOVE  • Oliver McGowan Learning Disability and Autismaining  • ABI - (for AV & NYB only)  • Documentation and Record Keeping  • Oral Health  • Diabetes  • Epilepsy  • Lone Working  • Mental Health  • Substance Misuse	Dementia	0		
Please outline any additional training undertaken pertinent to this role which is not outlined above.  • All new staff to the business are required to conete the Social Care Wales All-Wales Induction Frimework. • Integra recognises that it is essential to provide mployees with client-specific training, especially to ore and in the weeks after the arrival of a new adsison and/or wherever there are significant chans in the approach we use to support a particular ent. • Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification. • Staff identified as potential team leaders are condered by their line manager to be put forward to implete a higher QCF. • Some of the additional client-specific training the is completed by staff include but are not limited to o Medication competency assessor – SENIORS AN ABOVE  o Mental health first aider training – SENIORS AN ABOVE  o Oliver McGowan Learning Disability and Autismaining o ABI - (for AV & NYB only) o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse	Positive Behaviour Management	0		
ete the Social Care Wales All-Wales İnduction Fr. mework.  • Integra recognises that it is essential to provide mployees with client-specific training, especially to ore and in the weeks after the arrival of a new ad ssion and/or wherever there are significant chans in the approach we use to support a particular of ent.  • Following successful completion of an employee probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do ready possess a qualification.  • Staff identified as potential team leaders are co dered by their line manager to be put forward to mplete a higher QCF.  • Some of the additional client-specific training th is completed by staff include but are not limited to o Medication competency assessor – SENIORS A D ABOVE o Mental health first aider training – SENIORS AN ABOVE o Oliver McGowan Learning Disability and Autism aining o ABI - (for AV & NYB only) o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health O Self-Harm o Substance Misuse	Food Hygiene	1		
	Please outline any additional training undertaker	<ul> <li>All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification.</li> <li>Staff identified as potential team leaders are considered by their line manager to be put forward to complete a higher QCF.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor – SENIORS AND ABOVE</li> <li>Mental health first aider training – SENIORS AND ABOVE</li> <li>O Oliver McGowan Learning Disability and Autism training</li> <li>O ABI - (for AV &amp; NYB only)</li> <li>O Documentation and Record Keeping</li> <li>O Oral Health</li> <li>D Diabetes</li> <li>Epilepsy</li> <li>Lone Working</li> <li>O Mental Health</li> <li>O Self-Harm</li> <li>O Substance Misuse</li> </ul>		

No. of normanant staff	3
No. of permanent staff  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	d 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)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The lever of staff on duty depends on the number of individuals we support living at the home (together with the assessed needs) and the requirements of every dividual's care package. There will be a minimum one member of staff available within the service all times.  A standard working week consists of day and wan gnight shifts to include weekends and bank holi ays as per the home rota, with shifts being typica 12hrs (8-8), shorter shifts and sleep-ins also occurred to the individual to achieve their planned goals from he placement (i.e. receive the right amount of one one and shared support relevant to the specific herapeutic activity).  The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commissioners.  Every individual's needs are regularly reviewed, not the staff roster is flexed as appropriate. The mager will build the roster around the needs of every individual as well as the wider needs of the server. Integra also expects each manager to consider the wellbeing of staff regarding overtime, weekend over and fairness.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	10

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

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

Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	4
Safeguarding	9
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential seniors are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training o ABI Documentation and Record Keeping Oral Health Diabetes Epilepsy Lone Working Mental Health Self-Harm Substance Misuse Trauma Informed Care
Contractual Arrangements	

L	
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)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed • The home is staffed 24 hours per day. The level o f staff on duty depends on the number of individual at the service in this role type. You should also include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi oners. · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness. Staff Qualifications 4 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 3 required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff No Does your service structure include roles of this type? Other types of staff Does your service structure include any additional role types other than those already listed?

#### Service Profile

### Service Details

Name of Service	Ty Newydd
Telephone Number	02920480404
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?	6

# Fees Charged

The minimum weekly fee payable during the last financial year?	2034.23
The maximum weekly fee payable during the last financial year?	2148.22

# 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	2
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?	We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

# Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	To the rear of the property there is an enclosed garden which can be accessed directly from the house. It can also be accessed thro ugh a controlled lane through the garage situated to the back of t he garden. The garden enjoys the sunshine throughout the major ity of the day.  There are smoking facilities protected from the elements and that do not interrupt individuals who do not smoke.  The front of the property is typically small for a terraced house an d is gated from the street.

Provide details of any other facilities to which the residents have access

There is one dining area as part of the lounge which is accessible on the ground floor, through a corridor to the rear of the house. T his is a lounge diner with Bi-folding doors with direct access to the garden. It is linked to the kitchen.

The house consists of the number of communal areas. The loung e / diner / kitchen is a sociable area of the house and is utilised d aily. The room looks onto the rear garden and can be accessed t hrough a corridor to the rear of the home.

There is a light and airy lounge on the second floor with large bay windows, it has TV facilities and wifi access. The room is decorate d in light neutral colours. This room could be used as a bedroom if required and has access to a shower and toilet.

There is also a room on the ground floor that is currently being us ed as a second lounge, this room could be used as a potential flat in the future as it has access to a hob and cooker facilities and a sink. The room is often used as a private meeting room or quiet lo unge

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support they receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and con cerns.

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over the eir day-to-day life, staff work with individuals to ensure that what the choices they do have are maximised and that the individual is able to make the choices they can make through personal plans and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additiona I support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure th ey are aware of the complaint procedure on transition and at re gular Your Voice Counts and Key Working meetings. This is av ailable in the services and complaints are recorded on the gove rnance database, regularly reviewed by the RI, Senior Manage ment, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly.

Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and b uild therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs. considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves wit h the area. We implement a 22.00 curfew so we can be confide nt of the whereabouts and wellbeing of individuals throughout t he night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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 | 7.30 31 March)

type?

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 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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
<u> </u>	
Dementia  Desirition Polynomial Management	0
Positive Behaviour Management Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Integra recognises that it is essential to provide e mployees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification  Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse o Eating Disorder
Contractual Arrangements  No. of permanent staff	o Stoma Awareness o Trauma Informed Care o Leadership Unlocked o Disciplinary, grievance and absence managemen t o Referral and Assessments
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0

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

	mework. Integra recognises that it is essential to provide em ployees with client-specific training, especially befor e and in the weeks after the arrival of a new admiss ion and/or wherever there are significant changes in the approach we use to support a particular client.  • Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.  • Staff identified as potential managers are conside red by their line manager to be put forward to complete a higher QCF.  • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o ABI  • Documentation and Record Keeping • Oral Health • Diabetes • Epilepsy • Lone Working • Mental Health • Self-Harm • Substance Misuse • Trauma Informed Care • Leadership Unlocked • Disciplinary, grievance and absence managemen t • Referral and Assessments
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 fixe	d 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
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to compete the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially be ore and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do a ready possess a qualification.</li> <li>Staff identified as potential team leaders are considered by their line manager to be put forward to complete a higher QCF.</li> <li>Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor of Mental health first aider training of Oliver McGowan Learning Disability and Autism to Diabetes of Epilepsys</li> <li>All Park Marking</li> </ul>	
	o Lone Working o Mental Health o Self-Harm o Substance Misuse o Eating Disorder o Stoma Awareness o Trauma Informed Care	

Contractual Arrangements	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The lever staff on duty depends on the number of individuals we support living at the home (together with the assessed needs) and the requirements of every dividual's care package. There will be a minimum one member of staff available within the service all times.  A standard working week consists of day and wing night shifts to include weekends and bank hole ays as per the home rota, with shifts being typical 12hrs (8-8), shorter shifts and sleep-ins also occiently regionally, sufficient staff will be on duty to allow ery individual to achieve their planned goals from the placement (i.e. receive the right amount of on one and shared support relevant to the specific herapeutic activity).  The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commissioners.  Every individual's needs are regularly reviewed and the staff roster is flexed as appropriate. The mager will build the roster around the needs of every individual as well as the wider needs of the servery integral also expects each manager to conside the wellbeing of staff regarding overtime, weekend over and fairness.
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?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework. Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client. Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential seniors are considered by their line manager to be put forward to complete a higher QCF. Some of the additional client-specific training that is completed by staff include but are not limited to: o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse o Eating Disorder o Stoma Awareness o Trauma Informed Care
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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 • The home is staffed 24 hours per day. The level o f staff on duty depends on the number of individual at the service in this role type. You should also include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi oners. · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness. Staff Qualifications No. of staff who have the required qualification to 1 be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff No Does your service structure include roles of this type? Other types of staff Does your service structure include any additional role types other than those already listed?

#### Service Profile

### Service Details

Name of Service	Ty Undeb
Telephone Number	02920494445
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?	7

# Fees Charged

The minimum weekly fee payable during the last financial year?	1724.76
The maximum weekly fee payable during the last financial year?	1982.36

# Complaints

What was the total number of formal complaints made during the last financial year?  Number of active complaints outstanding  Number of complaints upheld  Number of complaints partially upheld	0 0 0
Number of complaints not upheld  What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have a Complaints policy in place, staff support individuals to raise any complaints. Details how to make a complaint are on disp lay and within the guide to the service. Complaints are dealt with by the manager, but where individuals are not satisfied there are processes in place to escalate the complaint to a senior member of management. Individuals are also able to access advocacy services if they wish. Communal meetings are a way for individual's we support to raise a compliant or concern and for the business to update them on anything that is going on. During Reg 74 RI reviews the RI speaks to individuals and obtains feedback about the service and takes away suggestions for consideration. Surveys occur 6 monthly and we feedback to the individuals we support via a 'you said, we did' format. Discussions with individuals we support occur in key working sessions where we discuss the process of how to make a complaint and support to utilise advocacy services if required.

# Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	Within the boundaries of Ty Undeb there is:  • A large off-road parking area to the rear of the property plus on e resident on road parking at the front of the house.  • There is a small front garden, plus a back garden with shared p atio area and garden area, with raised fruit vegetable planter. The raised planter ensures that those who wish to garden can have ease of access to fully participate in gardening. The patio area has patio furniture for the individuals, there visitors and staff to use. There is a handrail in the back garden leading to the back gate.  • There is also a part covered shared smoking area with a woode n bench.
Provide details of any other facilities to which the residents have access	Ty Undeb has one shared dining room area.  Ty Undeb has one shared second floor quiet lounge, a large grou nd floor lounge and a shared kitchen and dining area. These total approximately 55 metres2, which significantly exceeds the legal re quirement that there should be at least 28.7 metres2 of communal space for the 7 individuals within the home.

# 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

The company has a robust governance system in place with en ables all individuals to particate in six monthly confidential surve ys and monthly 'Your Voice Counts' meetings which provide op portunities for individuals to provide feedback on the support th ey receive, their environment and the activities that they wish to participate in. This process ensures that the individuals we a su pport have a 'true' voice in what is important to them. It also ensures that services being delivered to the individuals we support are person centred and driven by the individual not the organis ation.

Individuals voice their choice and control of events and actions through regular discussion care/ goal planning, positive risk as sessing, key working sessions and day to day discussions. The y can also do this at communal meetings, where a variety of are as are discussed such as their wishes, activities areas and con cerns.

Whilst some individuals are under a legal framework with some restrictions in place and are unable to have total control over th eir day-to-day life, staff work with individuals to ensure that what the choices they do have are maximised and that the individual is able to make the choices they can make through personal plans and goals set.

The company also has four Freedom to Speak Up Guardians w ho are available to all individual we support. This process provi de another channel for individuals to speak up, offers additiona I support and help escalate matters if required.

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 organisation embraces the Social Care & Wellbeing Act as well as the Wales Mental Health Measure to ensure that all individuals receiving a service are at the centre of all the care, sup port and decisions that are made in regard to their ongoing health, development and wellbeing. All individuals within the organisation have specific operational care plans that identify needs in regard to their ongoing health, development and wellbeing. These care and support plans cover physical health and wellbeing, and include ensuring that all individuals have access to all primary health care services such as GP, Dentist, opticians, specialist blood monitoring clinics (Clozapine Clinics and Diabetes services) As required individuals are supported to attend these a ppointments with a member of staff who have all received appropriate training in promoting health & wellbeing for the individuals we support.

All individuals have an identified Community Mental Health Tea m who work collaboratively with staff to ensure that the mental h ealth and wellbeing of the individuals we support is maintained. There is also access to out of hours support when required including the crisis team if needed.

Staff work with individuals to support them to make choices and to maximise these choices through personal plans and goal setting. Through formal meetings with mental health teams and individual key working sessions there are opportunities to bring up issues and requests to ensure that positive risk taking ensures that individuals can achieve their personal goals and independ ence through the principles of person-centred care.

Staff training is extensive, and the staff team are competent, ski lled and experienced which enables them to deliver the best car e and support to ensure that each individual is maintains their o ngoing health and wellbeing.

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

We ensure that individuals feel safe and are protected from ab use and neglect by a variety of processes. Teams receive and maintain 100% compliance in training in the following: Dignity & Respect, Duty of Care, Equality & Diversity, MCA/DOLs, Medica tion Awareness, Oliver McGowan Learning Disability & Autism, Person-Centred Care, Positive Behaviour Management, Safegu arding & Protection of Adults, and regular team meetings are held to discuss the individuals, any issues being experienced and ideas to improve the care and support delivered.

All individuals have an allocated Key Worker who will ensure th ey are aware of the complaint procedure on transition and at re gular Your Voice Counts and Key Working meetings. This is av ailable in the services and complaints are recorded on the gove rnance database, regularly reviewed by the RI, Senior Manage ment, Clinicians and risk and governance meetings.

Information on advocacy is available in all services and referred to in communal meetings and individuals are encouraged to utili se this service. Integra also supports any individual to access p rofessional legal services as required.

All safeguarding matters are referred to the relevant authority, the Registered Manager ensuring that actions are taken promptly to mitigate risks, and outcomes are followed up quickly.

Regarding the day to day, areas of daily life such as kitchen act ivities, use of public transport, community access are evaluated through functional assessments which are reviewed 6 monthly to ensure individuals are maintaining or developing their skills and ability in these areas. If there is any deterioration noted, this will be highlighted with the Integra and CMH teams, and the nec essary risk assessments and support plans put in place. Care and support plans are reviewed 3 monthly by the Registered Manager and re-read by the teams to ensure they remain convers ant with the most current information.

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

We undertake a comprehensive assessment process prior to in dividuals commencing placement. This includes identification of care and support needs, risks and goals and, following an offer being made, agreement of our comprehensive proposal and a suitable transition period so we may ascertain if the service is a ppropriate, ensure compatibility with others in the service and b uild therapeutic relationships between the individual and team. From discussion with the individual, their CMHT and relevant do cumentation, we determine which service best suits their needs. considerations including choice of location, family, proximity to r estricted areas e.g. where offending occurred, victim sensitivitie s, repatriation, schools, specific facilities and resources, workpl aces.

As a step down from hospital we do not have 'secure' services, therefore provide a less restrictive environment where individua Is are generally able to access the community when they choos e, usually after a period of support to familiarise themselves wit h the area. We implement a 22.00 curfew so we can be confide nt of the whereabouts and wellbeing of individuals throughout t he night and ask that anyone wishing to undertake community activities after this time plan them in advance so we can ensure the resources to support them where needed.

Each individual has an identified Key Worker to support them pl an activities and develop their goals in line with their own choic es and goals identified in their CTP. These are regularly review ed with the individual to keep them on track, motivated and pro gressing towards further goals and eventual increased indepen

Each individual has their own room, most with en-suite facilities which they are encouraged and supported where necessary to maintain, and we work with them to ensure regular checks are u ndertaken to ensure rooms are safe, hygienic and well maintain ed. Individuals have keys to the front door, their bedroom and a lockable facility in their room where medication or valuables can be stored, thus developing a sense of trust, responsibility, own ership and independence.

Most services have a step-down flat within or adjacent to the m ain building, offering the opportunity for individuals to increase t heir independence with the consistency and reassurance of a f amiliar setting and team.

We routinely review commissioned hours and promptly report b ack to the CMHT's and commissioners where we feel hours nee d to be reduced due to increased independence

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 | 7.60 31 March)

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 Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories	
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Integra recognises that it is essential to provide e mployees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.  Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 5 in Health and Social Care if they do al ready possess a qualification.  Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism training o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse o Trauma Informed Care o Leadership Unlocked o Disciplinary, grievance and absence managemen t o Referral and Assessments	
Contractual Arrangements		
No. of permanent staff  No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 yea	ar 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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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	
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		
Filled and vacant posts		
Filled and vacant posts  No. of staff in post	2	
	2 0	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	or for this role type.  ant training. The list of training categories	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional training that the same can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training tra	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	our for this role type.  In for this role type.  In training. The list of training categories been undertaken. Any training not listed aining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 2	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 2 2	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 2 2 2 0	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 2 2 0 2	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 2 2 2 0 2 2	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 2 2 2 2 0 2 0	

Please outline any additional training undertaken · All new staff to the business are required to compl ete the Social Care Wales All-Wales Induction Fra pertinent to this role which is not outlined above. mework. · Integra recognises that it is essential to provide e mployees with client-specific training, especially bef ore and in the weeks after the arrival of a new admi ssion and/or wherever there are significant change s in the approach we use to support a particular cli Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 3 in Health and Social Care if they do al ready possess a qualification. Staff identified as potential team leaders are consi dered by their line manager to be put forward to co mplete a higher QCF. • Some of the additional client-specific training that is completed by staff include but are not limited to: o Medication competency assessor o Mental health first aider training o Oliver McGowan Learning Disability and Autism tr o Documentation and Record Keeping o Oral Health o Diabetes o Epilepsy o Lone Working o Mental Health o Self-Harm o Substance Misuse **Contractual Arrangements** 2 No. of permanent staff 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) 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) No. of part-time staff (17-34 hours per week) n No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed The home is staffed 24 hours per day. The level o at the service in this role type. You should also f staff on duty depends on the number of individual include the average number of staff working in s we support living at the home (together with their assessed needs) and the requirements of every in each shift. dividual's care package. There will be a minimum of one member of staff available within the service at all times. · A standard working week consists of day and waki ng night shifts to include weekends and bank holid ays as per the home rota, with shifts being typically 12hrs (8-8), shorter shifts and sleep-ins also occur. • Typically, sufficient staff will be on duty to allow ev ery individual to achieve their planned goals from t he placement (i.e. receive the right amount of one t o one and shared support relevant to the specific t herapeutic activity). • The manager will review staffing levels continually and is encouraged to increase levels of support sh ould this be required pending a review by commissi · Every individual's needs are regularly reviewed, a nd the staff roster is flexed as appropriate. The ma nager will build the roster around the needs of ever y individual as well as the wider needs of the servic e. Integra also expects each manager to consider t he wellbeing of staff regarding overtime, weekend c over and fairness.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
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	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	2
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>All new staff to the business are required to complete the Social Care Wales All-Wales Induction Framework.</li> <li>Integra recognises that it is essential to provide employees with client-specific training, especially before and in the weeks after the arrival of a new admission and/or wherever there are significant changes in the approach we use to support a particular client.</li> <li>Following successful completion of an employee's probationary period, employees are enrolled on a QCF Level 2 in Health and Social Care if they do al ready possess a qualification.</li> <li>Staff identified as potential seniors are considered by their line manager to be put forward to complete a higher QCF.</li> </ul>

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The home is staffed 24 hours per day. The lever of staff on duty depends on the number of individuals we support living at the home (together with the assessed needs) and the requirements of every dividual's care package. There will be a minimum one member of staff available within the service all times.  A standard working week consists of day and wan gnight shifts to include weekends and bank holi ays as per the home rota, with shifts being typica 12hrs (8-8), shorter shifts and sleep-ins also occur 17 pically, sufficient staff will be on duty to allow ery individual to achieve their planned goals from he placement (i.e. receive the right amount of one one and shared support relevant to the specific herapeutic activity).  The manager will review staffing levels continual and is encouraged to increase levels of support sould this be required pending a review by commist oners.  Every individual's needs are regularly reviewed, and the staff roster is flexed as appropriate. The mager will build the roster around the needs of every individual as well as the wider needs of the server. Integra also expects each manager to consider the wellbeing of staff regarding overtime, weekend over and fairness.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	