

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Keys NHCC Limited
The provider was registered on:	14/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Isgoed	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/01/2022
Responsible Individual(s)	Esther Dawson
Manager(s)	Jack Wilcox
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Ty Parc	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	04/08/2022
Responsible Individual(s)	Esther Dawson
Manager(s)	Rachel Rogers
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Coed Duon	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/05/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Kristin Owen
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Graig Llwyn House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	07/10/2019
Responsible Individual(s)	Esther Dawson
Manager(s)	Deborah Osborne
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider

We provide all mandatory training as required by regulation and have completed an Impact Assessment that highlights our individual needs as a home, training has then been provided which meets our specific needs. We continually monitor the needs of our young people to ensure that our staff team is equipped with the appropriate level of training to meet need.

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

Our People Strategy outlines our strategic plan. We use Safer Recruitment to recruit and keep in touch with applicants during onboarding. New starters complete induction and shadow shifts before probation. Supervision, Personal Development Plans and Appraisals are used to support progress and we recognise and celebrate peoples journeys with us. Exit interviews are completed when required and we share learning both locally and nationally.

Service Profile

Service Details

Name of Service	Coed Duon
Telephone Number	01495238893
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3950.00
The maximum weekly fee payable during the last financial year?	4785.00

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	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	We have back garden open back door on patio path which lean to 2 small steps to large grass area that is 20 meters by 4 meters, we also have upper leave that have gravel stone area for Patio, 10 meters by 2 meters
Provide details of any other facilities to which the residents have access	we also have a Games room

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them.

RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.

Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time.

There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.

The home has not been inspected by Care Inspectorate Wales but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.

Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them. The home has been inspected by Care Inspectorate Wales and identified as complaint with regulations under section 27(1) of the 2016 Act at the time of the visit.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Personal Plans hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a key school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are supported with their ongoing health, development and wellbeing.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have been able to raise a concern regarding others' behaviour within the home and how it made them feel, this was heard by the Manager and both young people were happy with the outcome.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the home's Development Plan.</p> <p>As the RI hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and are protected from abuse and neglect.</p> <p>The home has been inspected by Care Inspectorate Wales and identified as compliant with regulations under section 27(1) of the 2016 Act at the time of the visit.</p>

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

This home was registered this financial year, it is a large rural property with plenty of internal and external space for young people to play, engage and learn. When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed.

The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys.

Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement.

Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property.

Having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement or their personal outcomes.

The home has been inspected by Care Inspectorate Wales and identified as compliant with regulation under section 27(1) of the 2016 Act at the time of the visit.

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)	13
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety, Fire Warden Tran gender identity awareness LDBT+ Substance misuse self Injurious behaviour emergency first aid sex expectation Medication Training Recording and reporting E- safety Emerging Leaders management induction

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety, Fire Warden Tran gender identity awareness LDBT+ Substance misuse self Injurious behaviour emergency first aid sex expectation Medication Training Recording and reporting E- safety Emerging Leaders management induction
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
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety, Fire Warden Tran gender identity awareness LDBT+ Substance misuse self Injurious behaviour emergency first aid sex expectation Medication Training Recording and reporting E- safety Emerging Leaders management induction
Contractual Arrangements	
No. of permanent staff	3
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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am until 23.00 with sleep in Day shift 7.30am until 23.00 There is a minimum of 2 staff on shift including sleep in. Additional staff may be used during the day depending on how many young people living in the home and the specific needs of the young people.
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 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	3
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety, Fire Warden Tran gender identity awareness LDBT+ Substance misuse self Injurious behaviour emergency first aid sex expectation Medication Training Recording and reporting E- safety Emerging Leaders management induction
Contractual Arrangements	
No. of permanent staff	5
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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am until 23.00 with sleep in Day shift 7.30am until 23.00 There is a minimum of 2 staff on shift including sleep in. Additional staff may be used during the day depending on how many young people living in the home and the specific needs of the young people.
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	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Graig Llwyn House
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Telephone Number	02920753092
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4029.00
The maximum weekly fee payable during the last financial year?	4550.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

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?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Very large garden with outbuildings including a gym. Football posts, patio with outdoor seating with stunning views of Cardiff, swing seat, BBQ, trampoline, swimming pool and outdoor games.
Provide details of any other facilities to which the residents have access	Cardiff is a vibrant city with a large array of activities on offer which include music, culture, theatre, sports and other recreational activities. Close to the coast and Mountains for pleasure and activity

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.

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them.

RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.

Monthly Monitoring Visits have evidenced some inconsistencies within the home which the Manager has worked hard to overcome and the progress of the home is clearly evidenced. Young people's involvement and engagement with the home, has been a focus with young people sometimes struggling to attend education, but friendship groups have been established, family visits are supported and consistently age appropriate games, clubs and activities are explored. Feedback from family members and key agencies has remained positive during this time.

There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.

The home has not been inspected by Care Inspectorate Wales this financial year but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that with support the young people have been listened to, are involved in their Care planning and opportunities have been made available to them.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Personal Plans hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.</p> <p>Education plans are in place with an emphasis on meeting individual need. We do have a key school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.</p> <p>We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.</p> <p>We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.</p> <p>We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.</p> <p>The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.</p> <p>The home has not been inspected by Care Inspectorate Wales but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief the home has progressively moved forward with ensuring that the young people are supported with their ongoing health, development and wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>The home has not been inspected by Care Inspectorate Wales but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and the home has improved the recording of evidence that shows young people have been protected from abuse and neglect.</p>

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

This home is a large rural property with plenty of internal and external space for young people to play, engage and learn. When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed. The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys. Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement. Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property. The home has not been inspected by Care Inspectorate Wales but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 13

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

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

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

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

Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self Injurious Behaviour
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
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	4

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>SIB, CSE Anti Racism EFAW gangs and county lines, ADHD Bereavement and loss MFH Therapeutic parenting Keys Connect Petty Cash Natural and Logical consequences HSB Social Media and online exploitation YJS Substance Misuse</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Long Day shift - 8am until 22.00 Short Day shift - 10am until 22.00 Sleep In shift - 10.00am until 23.00, sleep in from 2 3:00-07:00, and then 07:00-10:30am the following day. The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SIB, CSE Anti Racism EFAW gangs and county lines, ADHD Bereavement and loss MFH Therapeutic parenting Keys Connect Petty Cash Natural and Logical consequences HSB Social Media and online exploitation YJS Substance Misuse
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Long Day shift - 8am until 22.00 Short Day shift - 10am until 22.00 Sleep In shift - 07.00am until 23.00 including sleep in</p> <p>The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.</p>
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	5
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	lsgoed
Telephone Number	07587655341
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	2 fluent welsh speakers as part of the staff team and as a home we do try to embrace welsh culture and language where appropriate to do so.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	4029
The maximum weekly fee payable during the last financial year?	4995

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

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?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Front garden has large parking areas with mature shrubbery and garage for storage. Rear large garden with patio, grassed area, play area, fruit trees and growing area. Outdoor games are available which include a boxing bag, weights bench, football posts, swimming pool and a trampoline.
Provide details of any other facilities to which the residents have access	Located in Cardiff which has a large range of amenities, sports facilities and cultural activities and events.

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.

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them. RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues.

Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time.

There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant.

The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.

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

Personal Plans hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement.

Education plans are in place with an emphasis on meeting individual need. We do have a keys school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance.

We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning.

We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people.

We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports.

The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation.

The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are supported with their ongoing health, development and wellbeing.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and are protected from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>This is a newly registered home, it is a large urban property with plenty of internal and external space for young people to play, engage and learn. When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities. The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed.</p> <p>The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys.</p> <p>Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement.</p> <p>Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property.</p> <p>The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	8
	Equality, Diversity & Human Rights	8
	Infection, prevention & control	8
	Manual Handling	4
	Safeguarding	8
	Medicine management	8
	Dementia	0
	Positive Behaviour Management	8
	Food Hygiene	8
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Self-injurious behaviour Child sexual exploitation
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

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

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

No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Day shift - 10am until 22.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.</p>
<p>Staff Qualifications</p>	
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
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Child sexual exploitation Self-injurious behaviour</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 10am until 22.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.
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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	4

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Ty Parc
Telephone Number	07918776383
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some spoken Welsh is available

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	4360.58
The maximum weekly fee payable during the last financial year?	4550.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Young people give feedback during all RI and Monthly Monitoring Visits and are encouraged to give feedback at any additional audit process i.e external visits – CIW, Contract Monitoring. They are supported to engage in meetings i.e CLA/education etc and supported by advocates where required.</p> <p>We encourage healthy relationships outside the home and welcome appropriate visitors to the home.</p> <p>Young people engage in Keyworker sessions and weekly house meetings, and are supported to complete an end of month review of their Personal Plans. We also encourage the reading and signing home records.</p> <p>The welcome guide outlines the complaints process and we provide survey monkey for access to confidential feedback. We complete debriefs and return to home interviews following any incidents.</p>

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?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	The home has a very large garden, with Lawned space to the front, side and rear. With a decked area at the top of the garden overlooking the home. There is garden furniture, including a dining table and chairs and a swing chair. There is a swing ball, Tennis net and basket balls and footballs in the garden.
Provide details of any other facilities to which the residents have access	We have bikes available for young people to use and golf clubs to access local golf courses.

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.

As RI for the home I have visited as part of regulatory visits but also have direct involvement within the home, building relationships with both young people and adults. I hold the position of Regional Manager and provide supervision and support to the Manager and home on a day to day basis, this ensures that I am kept fully up to date on the young people's journeys with us. I am able to attend meetings, meet with individuals to listen to feedback and overview audits. During the last financial year I have reported that young people have felt their voices have been heard, they have had choice in their care and they have had suitable and appropriate opportunities made available to them. RI visits within the reporting period evidence young people being spoken to about their care. It is clear that young people feel able to raise their thoughts and feelings and that the adults involved in their lives are able to confirm that they the young people in their care are listened to and treated with respect by colleagues. Monthly Monitoring Visits have evidenced a consistent approach within the home that evidences young people's involvement and engagement with the home, with young people engaged in education, establishing and maintaining friendship groups, attending appropriate family visits and consistently engaging in age appropriate games, clubs and activities. Feedback from family members and key agencies has remained positive during this time. There is evidence of allegations and complaints being recorded and investigated with outcomes and feedback to the complainant. The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are listened to, are involved in their Care planning and opportunities have been made available to them.

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

Personal Plans hold detail of the individual needs for each young person, with guidance around the adult support provided to help young people engage, progress and thrive. Our Therapeutic Model of Care is based around building connections through healthy relationships and effective communication. Young People are registered with health facilities appropriate to need, encouraged to attend and, in cases of non-attendance, have strategies outlined to support engagement. Education plans are in place with an emphasis on meeting individual need. We do have a key school within our region, however our young people attend more local education facilities. Young people, prior to living with us, have often had considerable amounts of time away from formal education and the home evidences the plans to support young people's learning journey. We are pleased with our success around attendance. We support an active and healthy lifestyle, with awareness that today's teenage choice may be more screen based, we discuss menu planning and activities each week as part of the house meeting, to aid choice, awareness and planning. We have implemented a program around Anti-Racism, initially rolled out amongst our teams with the focus in the new year on embedding the learning amongst our young people. We believe time with friends and family can enhance a sense of wellbeing and belonging alongside improving self-awareness, confidence and social skills, this ranges from time out with friends in the community, to organised activities, events or social clubs or sports. The team are reported as having good relationships with young people and holding them in high regard. Spending time at the home is a pleasant experience surrounded by chatter, healthy friendships and consultation. The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people are supported with their ongoing health, development and wellbeing.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Young people have the opportunity to feedback to both the RI and Monthly Monitoring Visitor and are asked if they feel safe living at the home. Young people during this reporting period have stated they feel safe living at the home.</p> <p>We are aware that some young people may not be able to identify risk and as adults we take responsibility to help identify and manage this for them. We are mindful that young people need the opportunity to explore, experiment and grow as young people, we take care not to remove risk, but provide suitable parameters and tools that help young people to be able to live full and progressive lives.</p> <p>The team are appropriately trained in Safeguarding, Behaviour Support, Team Teach, Equality and Diversity, Infection Control, Health and Safety (including Fire Safety and Food Safety), Radicalisation alongside other appropriate subjects i.e. CSE, Medication, Safer Recruitment etc.</p> <p>We complete supervisions with the team and regularly reflect on Safeguarding procedures and Whistleblowing. We review data on patterns and trends of incidents, Physical Interventions, Complaints and feedback, utilising Manager Evaluations and Quality Reports to feed into the homes Development Plan.</p> <p>As RI I hold a Staff Drop in session as a central location for staff to attend away from the home should they have anything they wish to raise away from the home. During this financial period, no concerns have been raised with me using this forum.</p> <p>The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people feel safe and are protected from abuse and neglect.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>This home was registered this financial year, it is a large rural property with plenty of internal and external space for young people to play, engage and learn. When matching young people, we complete Impact Risk Assessments to ensure we are able to meet and manage need considering the location and facilities.</p> <p>The home presents as warm, welcoming and homely, with age appropriate decoration and design. The home is a typical family property displaying the individual personalities of the young people and team, with memories, photos and achievements of young people being displayed.</p> <p>The home has adequate and appropriate safety measures in place to manage risk and staff are reported as knowledgeable of young people's need, the support required and the progression of their individual journeys.</p> <p>Young people say they enjoy living at the home, like their bedrooms and feel safe. Appropriate risk assessments show young people are kept safe from risk, with the focus on supporting age appropriate experiences and engagement.</p> <p>Feedback from RI reports, Monthly Monitoring visits and Quality Support give consistent positive feedback regarding the presentation of the property.</p> <p>The home has not been inspected by Care Inspectorate Wales since opening but having reviewed the outcomes of our internal audit processes and through visits and communication with the team and young people, it is my belief that the young people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>13</p>

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

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

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

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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
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.	Advanced medication and ADHD training.
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Day shift - 7.30am until 22.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	6
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Advanced medication, ADHD training
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 7.30am until 22.00 Sleep In shift - 07.00am until 23.00 including sleep in The home has a minimum staffing level of 2 staff during the day and 2 sleeping in over night. Day staff numbers may increase depending on number of young people living in the home and assessed needs.
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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	4

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	No
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