

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:	Methodist Homes
The provider was registered on:	25/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Hafan y Waun	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	17/04/2019
Responsible Individual(s)	Daniel Ryan
Manager(s)	Chris Shorter
Maximum number of places	90
Service Conditions	There are no conditions associated to this service
Coed Craig	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/04/2019
Responsible Individual(s)	Daniel Ryan
Manager(s)	Karen Stanley
Maximum number of places	45
Service Conditions	There are no conditions associated to this service
Ty Gwyn	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	25/01/2019
Responsible Individual(s)	Daniel Ryan
Manager(s)	Valentina Stan
Maximum number of places	45
Service Conditions	There are no conditions associated to this service
Ibrel Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/02/2019
Responsible Individual(s)	Daniel Ryan
Manager(s)	Suzanne Taplin
Maximum number of places	36
Service Conditions	There are no conditions associated to this service
Adlington House	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/04/2019
Responsible Individual(s)	Daniel Ryan
Manager(s)	Jackie Archer
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

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	To assist in the identification of learning needs across MHA, the People Development team will engage annually with the Senior Leadership Team (SLT) to identify forthcoming organisational learning and development needs. Identified needs will help formulate the annual learning and development plan, including budget resource. Individual learning and development needs are identified through the 1:1 and appraisal process.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have carried out interventions to support the recruitment and retention of staff in all our care homes and retirement living schemes across Wales; in general, we do not struggle to recruit and we work closely with Indeed and our agency partners, utilising their platform to support some of the following interventions we have in place at MHA. With regards to retention, our focus has been to refresh our processes post COVID to ensure that they are still fit for purpose.

## Service Profile

### Service Details

Name of Service	Adlington House
Telephone Number	01492541065
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	10
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### Fees Charged

The minimum hourly rate payable during the last financial year?	22
The maximum hourly rate payable during the last financial year?	22

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	4
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?	Newsletters, resident association/committee meetings, meetings with managers, area managers and Head of Retirement Living.

### 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 leaseholders at Adlington are involved in all decision making, they are asked if they prefer male or female care support staff. They are involved in the setting up and completion of their care plans and will work in partnership with the staff in reviewing needs and care provided.

We provide information on how to access advocacy services and complaints and whistleblowing. The complaints policy is clear and easy to understand. All complaints are dealt with in a sensitive way and in a timely manner. It is transparent and available to all. There is an open-door policy so that residents can speak to staff when they need to. Appointments can be made if required to see them in their own homes for private discussions.

The Leaseholders have regular meetings and have their own resident's association, all who live at Adlington can join this. The meetings are formal and held quarterly with an agenda and action plans. Members of the staff team are invited to provide communication and input. All areas are discussed and formulated from the committee who meet regularly and advocate decisions for the residents.

We have an experienced staff team and provide a 24 hour well-being service to include our onsite Chaplain. She will spend time with groups in worship and individuals. She will engage on a spiritual, social, and moral level and works with the care team to provide continuity of provision. She has forged links with the local community and church with opportunities of visiting Chaplains. The care team supported by experienced and qualified managers strive to encompass the core values of MHA – respect, Nurture and Inspire.

There is a flexible person centred approach to care for the residents who use our service, from the onset and throughout the process. We actively listened to our residents and support them in fulfilling their wishes and needs. The staff have a caring, understanding attitude, empowering all who use our service. Care plans are formulated with the residents from the onset and reviewed at a minimum of three monthly in line with CIW and NICE guidelines. It is our policy to include and have a transparent relationship with all.

Our Quality Assurance team will review the schedule of care providing insight and support. It is somewhere that the manager can go to for advice and guidance and is available throughout the care experience and process. It internally audits the care provided alongside the area manager and Responsible Individual.

<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>Our wellbeing service is available to all residents, not just those who receive care from us. Each resident has an in-house call pendant which enables them to get help in an emergency. This is monitored and audited monthly. Residents receive a daily call to check that they are okay and do not need any additional support. This system can be used by all and will give support and comfort to residents in an emergency. MHA surveys are done annually, and results made available.</p> <p>Quality of care is 100% level of satisfaction. A good team who listens and provide a person centred approach in line with the needs of the people who use the service. 100% satisfaction that complaints will be heard, dealt with quickly and outcomes recorded in line with our systems.</p> <p>Personal care surveys will be given to individuals who receive our service. These may not always be handed in, formal or may be anonymous. We have an open-door policy and opportunity for people to raise concerns. Residents feel confident that these comments have been recorded and dealt with. They receive outcomes in a timely manner. We have an open-door policy so that all concerns, difficulties, and questions can be discussed at source, often before they become a bigger problem.</p> <p>Residents are encouraged to maintain their own General Practitioner and Primary health Care team. Staff at Adlington can support to make appointments, escort, and attend with residents if they do not have family to support.</p> <p>The ordering of medications can be supported to provide continuity of services. As part of our wellbeing service, we have a chaplain who will support with spiritual, social, cognitive, and personal wellbeing. She works with groups and one to one. Her work can be tailored to the needs of the residents.</p> <p>Residents are included with all care and health decisions. CNA, CPR documents are adhered to and POA requirements. Partnership working with residents and their families play a big part of what we do.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All MHA staff receive training in:</p> <ul style="list-style-type: none"> <li>Equality and Diversity</li> <li>GDPR</li> <li>Health and safety</li> <li>Safeguarding Adults</li> <li>Safeguarding Children</li> <li>Whistleblowing</li> <li>Complaints</li> </ul> <p>There are policies in place to supplement the training done, and these are discussed at team meetings. All staff are aware of their roles and responsibilities, and this also forms part of interviews and inductions.</p> <p>Residents and staff know how to raise a complaint and what to do if they feel it was not dealt with correctly. They know that their complaint will be taken seriously and actioned. Our whistleblowing policy protects staff and residents and enables them to bring to the attention of the Manager any concerns.</p> <p>Residents have information about raising concerns and who to ask for support. There are details of CIW, advocacy, Ombudsman, and complaints procedures available on the notice boards should they feel that any complaint has not been dealt with appropriately. MHA have digital systems in place so that complaints can be recorded.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

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

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
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	0
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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

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
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	6
Manual Handling	5
Safeguarding	6
Dementia	4
Positive Behaviour Management	5
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, and Health and Safety: Risk Management.
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	4



<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Domestic Assistant, Maintenance Worker / Gardener, Administrative Assistant and Chaplain.
<b>Filled and vacant posts</b>	
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	0
Health & Safety	4
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: COSHH, Health and Safety: Fire, and Health and Safety: Risk Management.
<b>Contractual Arrangements</b>	
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Coed Craig
Telephone Number	01492544075
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	56
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### Fees Charged

The minimum weekly fee payable during the last financial year?	715.02
The maximum weekly fee payable during the last financial year?	1049.88

### 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	0
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Resident and relative surveys, Google, Care Homes UK, resident and relative meetings and an open door policy.

### Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	45
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Three patio areas.
Provide details of any other facilities to which the residents have access	Extensive grounds with fish pond.

### Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We have regular residents and relative meetings. These meetings are to enable open discussions between the residents, families, and the managers, and to give everyone the opportunity to voice their views regarding the running of the home, including food, activities and any concerns or improvements that are required to improve the quality of the service we provide. We plan in the future to invite a member of the kitchen team and activities team to these meetings, so they are on hand to answer any questions that come up. We will endeavour to hold these resident meetings quarterly.

We adopt a person centred approach to the care we provide. We endeavour to involve the resident in all aspects of their care and support planning, considering their life history, choices, and preferences along with current needs to develop a person centred plan of care for each resident that is tailored to their specific needs, no matter how small they may appear. For example, one compliment we received stated "Requests for beard trimming and other hygiene tasks are great"

We place great emphasis on the importance of our staff taking time to really listen to what is being said or communicated – both verbally and non-verbally. This can often be overlooked either because of a focus on physical tasks or belief that a person could not communicate their preferences and wishes if their ability to communicate verbally is compromised; our aim is to create a keen sense of belonging within the home, and inclusion for all.

There is a genuine open door policy enabling all to approach the management team with suggestions, issues, or concerns. A compliment received from a resident's family member stated, "The Manager will discuss any issue"

The Manager and/or Deputy do a daily walk around of the building when they are in the home, chatting to residents and staff, assessing, and monitoring the current standard of care, the wellbeing of the residents and the knowledge and understanding of the staff.

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.

We value and respect everyone's right to choose, privacy, independence, dignity, equality and inclusion.

We are against discrimination, and challenge unfair treatment. We believe that all people have the right to make decisions about their lives. We support everyone in our home to discover and exercise these rights, and support people to live their lives with dignity, privacy, and choice. We recognize and celebrate the diversity of all, acknowledging unique needs, choices, cultures, and values.

We support everyone to live independently and exercise their right to choice and ensure that their voices are heard. We recognize that everyone is different, and we make sure they participate in their care by adopting a person centred approach when writing their care plans.

Respecting everyone's rights means involving them in the way their care and support is delivered. We do this both informally with individuals and in more formal settings, such as residents' meetings, and through questionnaires and surveys. We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.

We recognize that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence, empowerment, and social inclusion, regardless of race, gender, disability, age, sexual orientation, and religious beliefs. We adopt an open door policy and ensure all residents know how to raise a concern or complaint along with how to access an independent advocate.

Supporting our residents to be independent is paramount for their health and wellbeing. What we must ensure is that our risk assessment process is effective to explore and minimise risk and harm in all aspects of daily living.

Our staff deliver personal care in a way that ensures dignity for the individual, respecting closed curtains/doors and seeking permission prior to entry. To enhance continuity of care and support we are currently recruiting for both day and night care and senior care staff to join our team.

Personal boundaries and a resident's personal space is actively promoted by all our staff, and communication between staff and residents takes place in a manner that respects their individuality.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All our staff are trained to recognize and report abuse. Staff have received face to face safeguarding training from our MHA Safeguarding Lead. The safeguarding and whistleblowing policies and contact numbers are on the noticeboard in the main staff area. All staff are given a copy of the MHA code of conduct, the safeguarding policy, and the whistleblowing policy on induction.</p> <p>The contact numbers of our MHA Safeguarding Lead and the Area Manager are also readily available for staff to contact. Any alleged abuse is reported internally on our Radar system which alerts the senior management team in the organisation. A safeguarding form is completed and submitted to the safeguarding team on their secure email. A regulation 60 is completed and submitted to CIW.</p> <p>The safety and wellbeing of the adult at risk is paramount. Residents should experience the safeguarding process as empowering and supportive.</p> <p>Sometimes residents without mental capacity to protect themselves may need to have their freedom restricted to keep them safe. If this restriction amounts to constant supervision and control and prevents the person leaving, a DoLS application will be submitted to the DoLS team. The DoLS team will determine if an authorisation is granted and whether this is subject to any conditions.</p> <p>This process protects people and ensures that the restrictions placed on their freedom are in their best interest and are the least restrictive. All residents with a DoLS in place are recorded on Radar.</p> <p>The Disclosure and Barring Service (DBS) is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable people. The DBS carries out criminal record checks for anyone who is employed in a 'regulated activity.'</p> <p>We have an obligation, should we be concerned about a member of staff, to refer the matter to the DBS if the person has caused harm, or poses a risk of harm to vulnerable people. The DBS has the power to bar people from working with vulnerable adults and/or children. Some criminal convictions carry an automatic bar, whereas others leave it to the discretion of the DBS as to whether a person should be barred from this work.</p> <p>All care staff are now required to be registered with Social Care Wales so this organisation will also have a role to play in protecting vulnerable adults and will be informed should concerns be raised about any staff member.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Coed Craig is based in a sought after location on the North Wales coast it is both secluded but easily accessible. Established gardens have pedestrian and wheelchair accessible paths and benches. Local shops and cafes are no more than 5 minutes away and the area has a variety of accommodation for families coming from afar. The home is staffed by a dedicated team, who have undertaken training to understand the needs of the residents in this specific environment.</p> <p>Coed Craig is a busy home with an engaging atmosphere. All staff are aware that they work in the residents' home rather than the residents living in the staff member's workplace. Diligence starts at the front door with the welcome each new resident receives when they come to live here.</p> <p>MHA Patron Baroness Kathleen Richardson of Calow OBE opened Coed Craig in 1999 after being built on the site of an older house, "Rockwood" adopting the Welsh name for the earlier property.</p> <p>The home has its own Facebook page which is successful with both families and the wider community. A platform to share our excellent work while also enabling people the ability to get involved with the home.</p> <p>Coed Craig was the first home in MHA to introduce Famileo to our residents and their loved ones. This was an enormous success particularly through the pandemic when the home was closed for loved ones to visit. The gazettes were and are well received and enjoyed by our residents.</p>

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) 43

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire.	
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	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire.
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
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Nursing care staff

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

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

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	6
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	1
Safeguarding	3
Medicine management	5
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2



Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, and Safeguarding; Protecting Children from Abuse.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
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 at the service in this role type. You should also include the average number of staff working in each shift.	2 x 39 hours, 3 x 33 hours and relief hours.
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	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	36
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
Health & Safety	11
Equality, Diversity & Human Rights	8
Infection, prevention & control	0
Manual Handling	9
Safeguarding	7
Medicine management	0
Dementia	4

Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: COSHH, Health and Safety: Fire , and Safeguarding: Protecting Children from Abuse.
<b>Contractual Arrangements</b>	
No. of permanent staff	35
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	11
<b>Typical shift patterns in operation for employed staff</b>	
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.	1 x 44 hours, 7 x 39 hours, 9 x 33 hours, 3 x 22 hours, 16 less than 22 hours.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	17
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health & Safety: Fire, ad Health and Safety: Risk M anagement.
Contractual Arrangements	
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
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Activities Co-ordinator, Administration Manager, Ma intenance Worker / Gardener, and Chaplain.
Filled and vacant posts	
No. of staff in post	5
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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	4
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Ma nagement, Moving and Assisting, and Safeguardin g: Protecting Children from Abuse.
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)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Hafan y Waun
Telephone Number	01970636020
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	63
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### Fees Charged

The minimum weekly fee payable during the last financial year?	650
The maximum weekly fee payable during the last financial year?	1145

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	1
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?	Famileo, Facebook, relatives' meetings, MHA Sunday, and resident and relative surveys.
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#### Service Environment

How many bedrooms at the service are single rooms?	90
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	90
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	9
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Safe and secure landscaped garden.
Provide details of any other facilities to which the residents have access	Community centre, tea-shop, and nearby train experience.

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We encourage all our residents to be actively involved in all decisions and choices in relation to the care and support they receive at Hafan y Waun. To support our residents, we make available information for them throughout the home on our notice boards.

We plan to have regular residents and relative meetings. These meetings will be to enable open discussions between the residents, families, and the managers, and to give everyone the opportunity to voice their views regarding the running of the home, including food, activities, plans for refurbishment and any concerns or improvements that are required to improve the quality of the service we provide.

We plan to invite a member of the kitchen team and activities team, so they are on hand to answer any questions that come up. Staff are going to be encouraging our residents to voice their ideas on new projects or raise any concerns they may have. We plan to ask the staff to discuss the agenda with the residents while also asking if there is anything they want to include in the agenda. We will endeavour to hold these resident meetings quarterly.

We adopt a person-centred approach to the care we provide. We endeavour to involve the resident in all aspects of their care planning, considering their life history, choices and current needs in order to develop a person-centred plan of care for each of our residents that is tailored to their specific needs.

Maintaining relationships, including those with family, carers, and friends, is an important aspect of a person's identity and can have a significant impact on whether people feel they are being listened to. We will support visits either face to face or virtually - dependant on the current guidance and alongside individual preferences too. We will introduce our new "about me" document with our residents once all staff have completed the required training to facilitate this.

We place great emphasis on the importance of our staff taking time to really listen to what is being said or communicated – both verbally and non-verbally. This can often be overlooked either because of their focus on physical tasks or belief that a person could not communicate their wants and wishes if their verbal language is minimal; our aim is to create a powerful sense of belonging within the home, and inclusion for all.

Residents are encouraged and supported to complete the annual survey and a dementia friendly version of this is now available so more people can be involved.

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.

This section should consider a summary of arrangements in place including the methods used for collecting views and a summary of the views received from the people who use the service and professionals. Use direct quotes as supporting evidence. Summary of how people access health professionals and how the service supports people's independence.

We value and respect everyone's right to choice, privacy, independence, dignity, equality and inclusion.

We are against discrimination, and challenge unfair treatment.

We believe that all people have the right to make decisions about their lives. We support everyone in our home to discover and exercise these rights, and support people to live their lives with dignity, privacy, and choice. We recognise the diversity of all and their diverse needs, choices, cultures and values.

We support everyone to live independently and exercise their right to choice and ensure that their voices are heard. We recognise that everyone is different and make sure they are involved in their care by adopting a person-centred approach to care planning.

Respecting everyone's rights means involving them in the way their care and support is delivered. We do this both informally with individuals and in more formal settings, such as residents' meetings, questionnaires, and surveys.

We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.

We recognize that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence, empowerment, and social inclusion, regardless of race, gender, disability, age, sexual orientation and religious beliefs. We adopt an open-door policy and ensure all residents know how to raise a concern or complaint along with how to access an independent advocate.

Our staff deliver personal care in a way that ensures dignity for the individual, respecting closed curtains/doors and seeking permission prior to entry. We are currently recruiting for both day and night care and senior care staff to join our team.

Personal boundaries and a resident's personal space is actively promoted by all our staff, and communication between staff and residents takes place in a manner that respects their individuality.



<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>This section should consider a summary of arrangements in place; a summary of views of the people who use the service; numbers of referrals, etc. Use direct quotes as supporting evidence.</p> <p>All our staff are trained to recognise and report abuse. Staff have received face to face Safeguarding training from our Safeguarding lead. The safeguarding and whistleblowing policies and contact numbers are on the noticeboard in the main staff area. All staff are given a copy of the code of conduct, the safeguarding policy, and the whistleblowing policy on induction. The contact numbers of our MHA Safeguarding Lead and the Area Manager are also readily available for staff to contact. The senior team are being empowered to ring and discuss any concerns with the local safeguarding team. Any alleged abuse is reported internally on our Radar system which alerts the senior management team in the organisation.</p> <p>Sometimes residents without mental capacity to protect themselves may need to have their freedom restricted to keep them safe. If this restriction amounts to constant supervision and control and prevents the person leaving, a DoLS application will be submitted to the DoLS team. The DoLS team will determine if an authorisation is granted and whether this is subject to any conditions.</p> <p>This process protects people and ensures that the restrictions placed on their freedom are in their best interest and are the least restrictive.</p> <p>The Disclosure and Barring Service (DBS) is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable people. The DBS carries out criminal record checks for anyone who is employed in a 'regulated activity.'</p> <p>We have an obligation, should we be concerned about a member of staff, to refer the matter to the DBS if the person has caused harm, or poses a risk of harm to vulnerable people. The DBS has the power to bar people from working with vulnerable adults and/or children. Some criminal convictions carry an automatic bar, whereas others leave it to the discretion of the DBS as to whether a person should be barred from this work.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Hafan Y Waun is based in Aberystwyth which is a small seaside resort in the county of Ceredigion on the west coast of Wales.</p> <p>The town is huddled between three hills and two beaches. The seafront boasts the Old College, a harbour, marina, a small pier and the atmospheric ruins of the castle, a favourite place from which to watch the sun set over the bay. Public transport links with a bus stop situated adjacent to the building and a trusted taxi service.</p> <p>MHA communities continue to grow and develop. They are now fully recruited and working towards enhancing the activities programme for the residents living at Hafan y Waun.</p> <p>The garden project was a tremendous success and funding has now been secured for an orchard. The Tuesday club is proving extremely popular with both the community and the residents and Wednesday lunch club is being introduced. Our recruitment of volunteers is positive, and they are supporting with several roles within the home.</p> <p>The new electric minibus is enhancing the lives of our residents. The community links are developing well.</p> <p>The home has its own Facebook page which has been successful with both families and the outside world. We can share our excellent work and it also allows people the ability to get involved with the home.</p>

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) 66

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	0
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	12
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	0
Health & Safety	9
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	4
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, and Safeguarding: Protecting Children from Abuse.
<p>Contractual Arrangements</p>	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5
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.	1 x 44 hours, 6 x 39 hours, 4 x 33 hours, and 1 x 22 hours.
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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	12
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
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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	45
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	2
Health & Safety	13
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	3
Safeguarding	18
Medicine management	0
Dementia	7
Positive Behaviour Management	8
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, and Health and Safety: Risk Management.

Contractual Arrangements

No. of permanent staff	45
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	9
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)	17
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	11
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.	17 x 39 hours, 10 x 33 hours, 6 x 22 hours, and 11 less than 22 hours.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	29
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
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	2
Health & Safety	8
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	8
Medicine management	0
Dementia	3
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, and Safeguarding: Protecting Children from Abuse.
Contractual Arrangements	
No. of permanent staff	11

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, and Safeguarding: Protecting Children from Abuse.
Contractual Arrangements	
No. of permanent staff	11
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	3
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)	2
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administration Manager, Chaplain, Receptionist, and Maintenance Worker / Gardener.
Filled and vacant posts	
No. of staff in post	5
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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, and Health and Safety: Risk Management.
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)	2
No. of part-time staff (17-34 hours per week)	2



No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Morel Court
Telephone Number	02920704811
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	52
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	967
The maximum weekly fee payable during the last financial year?	1116

##### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	3
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?	Famileo, Facebook, relatives' meetings, open days, memorial services, volunteer days & MHA Sunday.

##### Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	36
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Front and rear gardens.
Provide details of any other facilities to which the residents have access	Hairdressing salon, reflexology treatments, spa bath, large screen TV and projector (cinema style) area, conservatory, digital tablets for social interactions, sensory area, summer house, an access to a chaplain.

#### 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 residents are involved in all decision-making and supported and enabled to express who they are as an individual and what they want and provided with information on how to contact an Independent Advocacy Service. Information is available throughout the home on our notice boards on these advocacy services, along with the Complaints Policy and Whistle Blowing Policy.

Our Complaints Policy is clear, easy to understand and responsive. All complaints are handled sensitively and in a timely manner. A recent change to the way the Home Manager deals with complaints has been introduced, in the form of an online RADARR reporting system. This is monitored by the Area Manager and the Quality Improvement team.

We have regular residents' meetings. These meetings are in place to enable open discussions between the Residents and the Managers, and to give everyone the opportunity to voice their views regarding the running of the home, including food, activities, plans for refurbishment and any concerns or improvements that are required to improve the quality of the service we provide.

We recognise the importance of sensory loss, hearing and sight problems may inhibit a person's ability to exercise voice, choice, and control. The home has a loop system in place to assist those with hearing loss to be able to participate at meetings, services and activities, and all notices and written information such as meeting minutes are available in large print. We have recently formed links with the RNIB to ensure that residents with sensory loss are being supported through their advocacy service and appropriate equipment is being offered to those who may benefit from this.

Our residents have a staff member known as a Keyworker allocated to them on admission, the staff member supports the resident in all aspects of their daily lives, including helping them to retain contact with their local community, and to continue following their interests and activities outside of the home.

Part of being able to exercise voice, choice and control includes being able to handle and use money. Often this is taken away from a resident when they enter a social care setting. The residents are supported to handle their own money should they so wish and are given the opportunity to regularly purchase goods from our inhouse shop or within the local community.

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.

We value and respect everyone's right to choice, privacy, independence, dignity, equality and inclusion.

We are against all forms of unfair discrimination, and challenge unfair treatment, and believe that all people have the right to make decisions about their lives, we support each individual in our home to discover and exercise these rights, and support people to live their lives with dignity, privacy and choice. We recognize the diversity of all and their different needs, choices, cultures and values.

We support everyone to live independently and exercise their right to choice and ensure that their voices are heard. We recognize that everyone is different and make sure they are involved in their care by adopting a person centered approach whereby each resident is fully involved in the writing of their care plan and often choose to add their own comments to the support plans.

Respecting everyone's rights means involving them in the way their care and support is delivered, we do this both informally with individuals and in a more formal settings, such as residents' meetings, questionnaire, and surveys.

We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.

We recognize that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence, empowerment, and social inclusion, regardless of race, gender, disability, age, sexual orientation, and religious beliefs.

We adopt an open door policy and ensure all residents have access to the Whistle Blowing Policy, Complaints Procedure and Policy and use of an outside Advocate.

Our staff deliver personal care in a way that ensures dignity for the individual respecting closed curtains/doors and seeking permission prior to entry.

PPE is made available throughout the building and all staff are trained on correct use of PPE. We provide a workforce that is appropriately skilled and trained to deliver good-quality care, we ensure strong leadership at all levels and adopt a zero tolerance of all forms of abuse.

We ensure everyone feels able to complain without fear of retribution and assist people to maintain confidence and self-esteem.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All our staff are trained to be able to recognise and report different forms of abuse. In the case of alleged abuse, each staff member is given a copy of the Codes of Conduct when commencing their employment with us. If abuse has been identified within the home I would notify the Local Safeguarding Authority, the individual's Social Worker, if necessary, their Next of Kin and the Police if necessary, and also inform CIW through the statutory notification online reporting system.</p> <p>We work closely with our regulator and safeguarding team and can contact them for advice prior to submitting a Regulation 60 or AS1 form. All unstageable and grade 3 pressure wounds are reported and supporting documentation is submitted to the regulators. An internal RADAR report is compiled, and wound management implemented alongside the homes wound folder. All wounds are monitored via the folder and wound photos are taken during each DN visit. The residents and their N.O.K are kept updated on healing progress of all wounds.</p> <p>Involvement of the individual in an enquiry is essential, the first priority in any suspected cases of abuse is to ensure the safety and wellbeing of the adult at risk. The wishes of the resident are very important, they should 'experience the safeguarding process as empowering and supportive'.</p> <p>Sometimes residents without mental capacity to protect themselves may need to have their freedom restricted to keep them safe. If this restriction amounts to constant supervision and control and prevents the person leaving, in this instance a DOLS referral can be made, an assessment is then carried out in the Best Interest of that resident. It must then decide whether it would be right to authorise the deprivation of liberty. The idea of this is to protect people and make sure that the restrictions placed on their freedom are in their best interests to keep them safe and restrict them as little as possible in the circumstances.</p> <p>The Disclosure and Barring Service (DBS) has been set up by the Home Office. Its role is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups. The DBS carries out criminal record checks for anyone who is employed in a 'regulated activity.'</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Morel Court is lucky to be located close to Penarth Town Centre and Penarth Pier and Beach Front. We have good public transport links with a bus stop situated adjacent to the building and a trusted taxi service. We regularly have residents that hop onto a bus to take a trip up town. Due to our prime location, we have great links already established with a local Nursery, Primary and Secondary Schools.</p> <p>The home benefits from several local Clergy visits to ensure that residents can continue to practise their chosen beliefs within the home should they be unable to visit their Church.</p> <p>Our local community supports us in raising awareness of the home through free advertising of all our events and donates prizes to our regular raffles, all funds raised add to our Amenity Fund that is in place to benefit our residents with extra days out and seize the day activities.</p> <p>The home has a wonderful sensory garden adding to our already fabulously landscaped rear gardens. The area is used by residents, relatives, and visitors to the home as a quiet place for reflection and contemplation.</p> <p>The residents at Morel Court play a huge part in the decision making for the home, any improvements, additions, meal choices and daily life. We hold regular resident and relative meetings to share what is going on in the home and welcome all feedback on how we can continue to improve the service we are providing.</p> <p>We have several volunteers of all ages that are always readily available to join in with group activities and outings or just have a quiet chat on a 1:1 basis with a resident.</p> <p>We work closely with our other MHA services within Penarth – Penarth House retirement living, MHA Communities at Trinity Church and Ty Gwyn Nursing home. This is unique to Penarth and promotes our ethos of one MHA by all working together to provide exceptional care.</p>

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) 35

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	0
	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 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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Risk Management
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	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>	
<b>Filled and vacant posts</b>	
No. of staff in post	12
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	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	4
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, Moving and Assisting, and Safeguarding: Protecting Children from Abuse.



Contractual Arrangements	
No. of permanent staff	12
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	5
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)	4
No. of part-time staff (16 hours or under per week)	5
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.	3 x 44 hours, 3 x 33 hours, 1 x 22 hours, and 5 x 0 hours.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
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	36
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	3
Health & Safety	8
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	1
Safeguarding	10
Medicine management	0
Dementia	3
Positive Behaviour Management	1
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, Positive Behaviour: Reducing Distressed Behaviour Level 2, and Food Hygiene: Level 2.
<b>Contractual Arrangements</b>	
No. of permanent staff	36
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	21
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	21
<b>Typical shift patterns in operation for employed staff</b>	
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.	2 x 44 hours, 4 x 39 hours, 5 x 33 hours, and 25 less than 28 hours.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	9
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	27
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	7
Safeguarding	1
Medicine management	0
Dementia	4

Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, Safeguarding: Protecting Children from Abuse, and Food Hygiene: Level 2.
Contractual Arrangements	
No. of permanent staff	27
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	20
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)	6
No. of part-time staff (16 hours or under per week)	21
Staff Qualifications	
No. of staff who have the required qualification	27
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	25
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	3
Infection, prevention & control	0
Manual Handling	2
Safeguarding	5
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, and Food Hygiene: Safe Food Handling.

Contractual Arrangements	
No. of permanent staff	25
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	20
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)	4
No. of part-time staff (16 hours or under per week)	21
Staff Qualifications	
No. of staff who have the required qualification	25
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administration Manager, Chaplain, Community Co-ordinator, and Maintenance Worker / Gardener.
Filled and vacant posts	
No. of staff in post	4
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	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health ad Safety: Risk Man agement, Safeguarding: Protecting Children from A buse, and Food Hygiene: Level 2.
Contractual Arrangements	
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
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Ty Gwyn
Telephone Number	02920703600
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	57
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	1107
The maximum weekly fee payable during the last financial year?	1284

##### 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	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?	Newsletters, social media, relative and residents' meets, and other planned consultation events.

Service Environment

How many bedrooms at the service are single rooms?	45
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Front and side gardens.
Provide details of any other facilities to which the residents have access	Chaplaincy service, podiatry services, regular activities. All designed to fulfil the emotional, social, physical, and spiritual needs of each resident.

Communicating with people who use the service

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

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 residents are involved in all decision-making, supported and enabled to express who they are as an individual and what they want, and provided with information on how to contact an Independent Advocacy Service.

We have regular visits from Age Connect who visits all residents on 1 to 1 basis or they organize virtual calls. We have introduced attendance of a member of Age Connect at our residents' meetings and information how to contact them is made available in the residents meeting and in the reception area on our notice boards along with the complaints policy and whistle blowing policy. Our complaints policy is clear, easy to understand and responsive. All complaints are handled sensitively and in a timely manner.

We have regular residents' meetings currently. These meetings are in place to enable open discussions between the residents and the managers, and to give everyone the opportunity to voice their views regarding the running of the home, including food, activities, plans for refurbishment and any concerns or improvements that are required to improve the quality of the service we provide.

Residents are being informed and kept updated with staff vacancy and new starters.

Part of being able to exercise voice, choice and control includes being able to handle and use money. Often this is taken away from a resident when they enter a social care setting.

The residents are supported to handle their own money should they so wish and are given the opportunity to regularly purchase goods from our community coordinator shop, visiting fashion shop or within the local community. Staff will also take residents for shopping when they wish to do so and use their own cash.

On request money is provided from the safe. We do have a few residents who prefer to pay themselves the hairdresser/ chiropodist with cash as this makes them feel still independent of their own finances.

<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>On initial assessments residents are asked if they would like to keep their existent surgery or to register with the surgery Ty Gwyn work closely. Other health care professionals such as Dietician, SALT, Physio service, MHT, Dentist, and Optician are contacted by Staff Nurses in charge of residents with ongoing health concerns. Prior a referral being made the Staff Nurse will have a discussion with the Individual and NOK explaining the reason for the HCP involvement.</p> <p>Also, the resident has the choice to decide if the appointment takes place within the home or at the clinic/hospital. Should the resident choose an outside appointment they are offered an escort in place of family member.</p> <p>We value and respect everyone's right to choice, privacy, independence, dignity, equality and inclusion.</p> <p>We are against all forms of unfair discrimination, and challenge unfair treatment, and believe that all people have the right to make decisions about their lives, we support everyone in our home to discover and exercise these rights, and support people to live their lives with dignity, privacy, and choice. We recognise the diversity of all and their diverse needs, choices, cultures and values.</p> <p>We support each individual to live independently as much as possible within their own limitations and exercise their right to choice and ensure that their voices are heard. We recognize that everyone is different and make sure they are involved in their care by adopting a person centred approach whereby each resident and relatives involved in the writing of their care plan and often choose to add their own comments to the support plans.</p> <p>Respecting everyone's rights means involving them in the way their care and support is delivered, we do this both informally with individuals and in a more formal settings, such as residents' meetings, questionnaires, surveys and clinical reviews every 3 months or more often if required.</p> <p>We respect other's views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated. We communicate with individuals in ways that are meaningful to them.</p> <p>We recognize that a person's surroundings and environment are important to their sense of dignity and believe that everybody has equal worth and is entitled to be treated respectfully, whilst promoting independence.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We are confident in our care staff that they will be able to recognise types of abuse and report this as per policy. Part as management walk about report, compliance questions are asked regularly to ensure staff understand the abuse concerns.</p> <p>We have our internal reporting system in place such as RADAR and external reporting via REG 60 to CIW and AS1 to Safeguarding Team.</p> <p>Each resident is assessed for mental capacity following Mental Capacity Act 2005 and where is necessary implement best interest plan to ensure their safety.</p> <p>In some instances, in case a resident required best interest plan completed a referral to the Dols team is required</p> <p>Staff members are aware of code of conduct and safeguarding policy through their induction process.</p> <p>Some residents have social workers, and we also have an allocated Local Health Board Nurse assessor who visits regularly to ensure residents care needs are met.</p>



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

Ty Gwyn is located within Penarth Town Centre and close to Penarth Pier and beach front. It is a lovely Victorian home with large single ensuite and no ensuite bedrooms. We have good public transport links with a bus stop situated adjacent to the building and a trusted taxi service. We regularly organised trips into town prior Covid and we re-started not long ago.

Due to our prime location, we have great links already established with primary and secondary schools. The home benefits from several local clergy visits to ensure that residents can continue to practise their chosen beliefs within the home should they be unable to visit their church.

Our local community supports us in raising awareness of the home through free advertising of all our events and donates prizes to our regular raffles, all funds raised add to our amenity fund that is in place to benefit our residents with extra days out and seize the day activities.

The residents play a huge part in the decision making for the home, any improvements, meal choices and daily life. For example, following a survey the residents decided that the main meal will be supper time and not the lunch time. In the meantime, which has changed as main menu at lunch time and a light supper instead. Also, residents requested more trips. We used to have one once monthly and we were able to organise 2 during the month.

We hold regular residents and relative meetings to share what is going on in the home and welcome all feedback as a residents' survey and simple one to one discussions on how we can continue to improve the service we are providing.

We have many volunteers that are always readily available to join in with group activities and outings or just have a quiet chat on a 1:1 basis with a resident.

More staff will be introduced to "Relish" which supports with the understanding and recording of meaningful activities, whilst also enhancing the quality of 1 to 1 sessions for the residents.

We will enhance the use of "HUGS" (a cuddly doll with long arms to hug with an audible heartbeat and music) to comfort residents who find these beneficial and supportive to achieve personal outcomes.

Famileo is our resident's gazette which is issued weekly with the relatives input about their daily life with news and photos they are sharing with residents.

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) 46

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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire

#### 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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire.
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?	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	9
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	0
Health & Safety	6
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: COSHH, Safeguarding: Protecting Children from Abuse, and Positive Behaviour: Reducing Distressed Behaviour Level 2.
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<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.	2 x 44 hours, 2 x 39 hours, 1 x 38.5 hours, 2 x 33 hours, 1 x 22 hours, and 1 x 0 hours.
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<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	32
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	0
Health & Safety	15
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	17
Safeguarding	16
Medicine management	0
Dementia	8
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: COSHH, Manual Handling/Loads, and Safeguarding: Protecting Children from Abuse.
<p>Contractual Arrangements</p>	
No. of permanent staff	32
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	7
<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)	7
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	10
<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.	3 x 44 hours, 4 x 4 hours, 8 x 33 hours, 1 x 27.5 hours, 5 x 22 hours, and 11 less than 20 hours.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14

No. of staff working towards the required/recommended qualification	18
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	14
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	5
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	3
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	7
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, Moving and Assisting, and Safeguarding: Protecting Children from Abuse.
Contractual Arrangements	
No. of permanent staff	14
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	4
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)	7
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	3
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, and Safeguarding: Protecting Children from Abuse.
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
<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)	4
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administration Manager, Chaplain, Community Coordinator, and Maintenance Worker / Gardener.

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	8
Infection, prevention & control	0
Manual Handling	2
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Safety: Fire, Health and Safety: Risk Management, and Safeguarding: Protecting Children from Abuse.

Contractual Arrangements

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

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)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0