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:	Neath Port Talbot County Borough Council
The provider was registered on:	01/02/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Trem Y Mor

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/05/2019
Responsible Individual(s)	Susan Bradshaw
Manager(s)	Victoria Thomas
Maximum number of places	16
Service Conditions	There are no conditions associated to this service

Hillside Secure Unit

Service Type	Secure Accommodation Service
Type of Care	None
Approval Date	09/07/2019
Responsible Individual(s)	Keri Warren
Manager(s)	Sian Coffey
Maximum number of places	22
Service Conditions	There are no conditions associated to this service

Neath Port Talbot County Borough Council Domicilary Care Services

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/02/2019
Responsible Individual(s)	Susan Bradshaw
Manager(s)	Gemma Pascoe
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	A comprehensive induction programme for new staff and ongoing training for all staff is also provided. Mandatory training is provided as standard and additional training is identified through staff supervision. Training is planned and delivered either by the service, internal training department, Health board provision or external training provider. Training is delivered either face to face or on line.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Adverts are placed on the Local Authority website. Face to face interviews are carried out supported by the Local Authority recruitment team. Staff are provided with induction and ongoing training, support and supervision and there is opportunity for career progression. Staff are supported to apply for registration with Social Care Wales and to gain relevant qualifications. Staff receive the benefits of Local Authority working terms and conditions.

Service Profile

Service Details

Name of Service	Hillside Secure Unit

Telephone Number	01639641648
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	0

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	19

Fees Charged

The minimum weekly fee payable during the last financial year?	8050
The maximum weekly fee payable during the last financial year?	10500

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	• Pupil's Voice Group • Tros Gynnal advocacy service • LOVE (Let Our Voices Explode) – A young person's forum • Young Person's Meeting • Meeting with Senior Management • Responsible Individual Visits • Debriefs with young people • Key working sessions • RESOLVE Complaints Clinic • Care planning • Interview panel • Questionnaires

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There are three separate outside spaces which facilitates each home, in the outside spaces there are patios, vegetable garden, exercise equipment and an all weather sports pitch.
Provide details of any other facilities to which the residents have access	Children have access to an indoor sports hall, multi-gym, games room, cinema room and relaxation/sensory room.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Children in Hillside are supported in a number of ways to have their voices heard and have a say in their care and support. Children contribute on an individual basis within their reviews and collectively with other children through the various groups which they can participate in. Children are happy to participate in events within the home and are keen to have their voice heard through the different forums available to them. In addition to this there is an advocacy service available to the children on a regular basis.
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.	Hillside has strengthened their support services arrangements which has had a positive impact on children being supported to maintain their ongoing health needs. The home runs a number of activities and events for the children on a regular basis and children are supported to attend the in-house education facilities, most children attain some qualifications when in Hillside. Eligible children will also have community activities which helps to transition them for life beyond Hillside. Staff within Hillside work in a trauma informed way with the children which supports them to develop positive relationships.
The extent to which people feel safe and protected from abuse and neglect.	There are robust arrangements in place to ensure there is a safeguarding line of sight across the home and wider with the lead safeguarding principal officer for the local authority. Children report that they feel safe in Hillside and can share any concerns they may have with staff, the Registered Manager, the Responsible Individual and the advocacy service. There are a wide variety of forums for children to express their views and themselves such as through groups and art work. Arrangements have been strengthen further by comprehensive quality assurance programme in place.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Hillside is a purpose built facility that has undergone some significant internal renovations over the last few years. This has included extensive refurbishment to the living and bedroom areas. Children can decorate their bedrooms the way they choose and the children were involved in choosing the soft furnishings of the home. There is a dedicated education facility that children access on a daily basis which fully meets their educational needs. Hillside's accommodation fully supports their wellbeing and achievement of their personal outcomes.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	123

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	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.	Trauma Recovery Model

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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Enhanced Case Management - 2 Trauma Recovery Model - 2

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model - 4 PACE - 3 ADHD Advanced - 1 Enhanced Case Management - 3 PREVENT - 4 GDPR - 4 VAWDASV - 5 Tourette's - 3

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

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

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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	0
Health & Safety	1

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	5
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recover Model - 4 Enhanced Case Management - 3

Contractual Arrangements

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Week 1 Sunday - Monday 1400 - 2200 Tuesday 0715 - 1500 Wednesday 1400 - 2200 Thursday - Friday 1400 - 2200 Saturday 0715 - 1500 Week 2 Sunday 1400 - 2200 Monday 0715 - 1500 Tuesday - Wednesday - Thursday 1400 – 2200 Friday 0715 - 1500 Saturday 1400 - 2200 Week 3 Sunday 0715 - 1500 Monday - Tuesday 1315 - 2200 Wednesday 0715 - 1500 Thursday 0715 - 1500 Friday - Saturday -

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

Filled and vacant posts

No. of staff in post	100
No. of posts vacant	27

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	13
Health & Safety	19
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	13
Safeguarding	31
Medicine management	0
Dementia	0
Positive Behaviour Management	43
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model - 43 PACE - 38 Meeting Basic Needs - 13 PREVENT - 7

Contractual Arrangements

No. of permanent staff	65
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	35

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)	65
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Week 1 Sunday - Monday 1400 - 2200 (8-10 staff) Tuesday 0715 - 1500 (8-10 staff) Wednesday 1400 - 2200 (8-10 staff) Thursday - Friday 1400 - 2200 (8-10 staff) Saturday 0715 - 1500 (8-10 staff) Week 2 Sunday 1400 - 2200 (8-10 staff) Monday 0715 - 1500 (8-10 staff) Tuesday - Wednesday - Thursday 1400 – 2200 (8-10 staff) Friday 0715 - 1500 (8-10 staff) Saturday 1400 - 2200 (8-10 staff) Week 3 Sunday 0715 - 1500 (8-10 staff) Monday - Tuesday 1315 - 2200 (8-10 staff) Wednesday 0715 - 1500 (8-10 staff) Thursday 0715 - 1500 (8-10 staff) Friday - Saturday - 2 Sleep in staff nightly Night Shift - 2130 - 0730 (3-4 staff)

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	100
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	No

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	0
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervisor Food Safety Level 3 - 1 Professional Cookery Level 3 - 1

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

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.	Safeguarding Officers - Responsible for safeguarding matters within Hillside Care Planners - Responsible for developing and overseeing the care and support plans of the children Young Person Advisor - Responsible for working with the children on elements such as transition and community activities Quality Assurance Officer - Responsible for embedding the quality assurance framework Training Officer - Responsible for overseeing and organising the training needs of the service Business Coordinator - Responsible for supporting the Registered Manager and promoting the voice of the child Premises Officer - To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment Gardner/Handyperson - Responsible for work on gardens, repairs and general driving duties

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	7

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model - 3 Lucy Faithfull - 2 PACE - 2 DDP Level 1 - 1 Enhanced Case Management - 5 PREVENT - 6 GDPR - 4 VAWDASW - 7 Tourette's - 2

Contractual Arrangements

No. of permanent staff	10
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

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)	11
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	11
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Neath Port Talbot County Borough Council Domicilary Care Services

Telephone Number	01639686822
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	666

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	100

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual feedback forms sent out. Findings and themes analysed and where possible changes to service made. Individuals transferred from an external provider were communicated with by the social worker, followed by a visit from CWT deputy manager to understand the needs of the individual and to ensure that care plan and all contact information was correct. Supervisor assigned to individuals and new support workers for smooth transition. Outcome focused assessed needs commissioning pilot scheme introduced to CWT, started on a patch basis starting with smallest patch and working through to the largest, this was introduced to new individuals only. Individuals informed about how service will operate and given opportunity to input views and provide feedback. Reviews held within timescales enable individuals and their families/carers to review personal outcomes and provide feedback about service. Responsible Individual consultation with individuals, families/carers and staff.

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.	An initial visit to the individual is made by Community Wellbeing Team Supervisor to complete person centred care plan. Supervisor visits following any changes, reviews plan on a quarterly basis and undertakes annual review. Supervisor develops understanding of Individuals wants, needs, likes and dislikes.
	Responsible Individual consultation with service users. Feedback from individuals and carers is overwhelmingly positive and the support and care is valued greatly by people receiving the service.
	Case management annual care and support plan reviews; individuals attend review meetings and are provided with support (if needed) to contribute and share their views.
	Person centred outcomes are agreed with individuals, detailed in support plans and evidenced in daily communication books.
	Every effort is made to ensure that care provided is by delivered by same pool of carers in order to minimise disruption, develop relationships and gain understanding of the persons abilities. Strong attempts are made to meet the service users' requests.
	Supervisors hold regular supervision sessions with support workers to share knowledge and concerns about service users and identify opportunities for each individual.
	All staff are provided with electronic tablets enabling them to communicate effectively with colleagues via Teams, email and to support digital transformation of the service.
	Complaints/Compliments policy in place. The service regularly receives compliments from individuals and their families and these are recorded as part of the Local Authority's complaints and compliments process.
	Regular communication between CWT, Social Work Teams, Occupational Therapy Teams, Reablement Services, Acute Clinical Team. This enables professionals to share information to achieve best outcomes for service users. Additional ways of communicating using IT and online meetings explored successfully since the Covid-19 pandemic.
	Welsh speaking staff identified to work with service users who wish to communicate in Welsh. These staff also wear badges/lanyards so they are easily identifiable.
	Staff have received training in outcome focused model of working to enable them to support service users to achieve personal outcomes, and respect choices.
	Annual feedback forms are sent to individuals and their families/carers. The information received is analysed to identify themes and where possible changes are made.

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.	Carers report CWT provides a valuable support service which enables them to continue to provide care and support to family member/friend and support for unpaid carers by providing respite. Carers report they are confident that staff meet service users health and care needs well and report confidence in the service. Individuals support plans are outcome focused and developed in conjunction with service users, family members and CWT supervisors. Case management annual care and support plan reviews held which consider individuals health, development and well-being and consider whether the package of care remains adequate. Service users are encouraged to develop independence and to explore their skills and abilities. The service is made up of Reablement service and Long Term Care service and all staff are trained in the ethos of reablement. Service users experience a range of care givers providing opportunities to build relationships, however the team strive to maintain continuity of care whenever possible and pool of carers is kept to a minimum. Input from Health clinicians to contribute to delivery of care plan – SALT, physiotherapists, occupational therapists, chiropodists, district nurses. Staff ensure medical treatment is sought promptly in the event of service user illness. Clear and thorough records are maintained so that information about medical treatment can be shared. Staff are knowledgeable about service users health requirements and share knowledge with medical professionals when required. Medication policy in place, staff trained in administration of medication. Clear and robust systems in place to record administration of medication. Medication monitoring takes place on a quarterly basis with a comprehensive competency review annually. Manual Handling training is provided and is up to date for all staff. Staffing levels are adequate; the team draw on staff willing to undertake additional shifts to cover for sickness, other absence or pressures within the service. Staffing levels are monitored closely by Manager and Deputies to ensure staffing levels remain adequate. The Management team ensure shifts are covered by a range of staff with the right skills and experience. Programme of recruitment in place to address shortage of staff within the service. Staff vacancies are recruited to in line with Local Authority recruitment policy. Additional staff will allow more people to receive a service. PPE is worn by staff following relevant guidance.

| The extent to which people feel safe and protected from abuse and neglect. | Adult Safeguarding Procedures are followed and inform best practice. The LA has clear policies and procedures which promote and support safeguarding of vulnerable adults. Safeguarding referrals are made when required and advice sought from the LA safeguarding team.
DoLS in place for people subject to restrictions and deprived of their liberty. Authorisation sought by case managers.
Staff are experienced, knowledgeable and well trained and understand importance of safeguarding.
Assistive technology used to ensure safety of individuals whilst promoting respect and dignity.
Policies and procedures in place which support staff and protect service users.
Daily recordings kept so staff are up to date with changing needs of individuals.
Annual reviews in place which review and promote individuals personal outcomes and achievements.
Team meetings held regularly, enable staff to share concerns, learn from others and share new and innovative ideas.
Staff supervision conducted by supervisors. Frequency and quality of supervision monitored by Manager.
All staff receive mandatory and additional training.
People are supported to share their concerns and worries and to develop personal outcomes.
Carers report that they are confident that the staff within CWT meet individuals needs well.
Support workers ensure that medical treatment is sought promptly in the event of service user illness. Clear and thorough records are maintained so that information about medical treatment can be shared.
Medication policy in place, staff trained in administration of medication.
Manual Handling training is provided and up to date for all staff.
Staffing levels within the service are adequate and there is a pool of staff available and willing to undertake additional shifts in the event of sickness or other absence.
Staffing levels monitored closely to ensure that staffing remains adequate. The Management team ensure shifts are covered by a range of staff with right skills and experience.
The LA complaints policy is followed in the event of a complaint being made. Complaints are dealt with promptly and within time scales. Every effort is made to resolve issues at an informal level before they escalate to formal stage.
Risk assessments are regularly updated and communicated to staff.
All staff are registered with Social Care Wales. New starters supported to register and work towards relevant qualifications.
Staff employment information and checks (ie references, DBS) stored centrally. |

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) | 94 |

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

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

> Contractual Arrangements

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

> Outline below the number of permanent and fixed 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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV x2, GDPR x2, Diabetes x1, Mental Health Awareness x1, Autism x1, Single Handed Care x1

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

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

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

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

Filled and vacant posts

No. of staff in post	9
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	8
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV x2, Diabetes x3, GDPR x2, Violence and Aggression x4, Pressure Sores and Infection control x4, Understanding Assistive Technology x2, Nutrition and Hydration x 2, Mental Capacity Act x2, end of life care x3, Mental Health Awareness x 7, Autism x3, Single Handed care x 8, WRAP x 6.

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	9
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	4
No. of staff working towards the required/recommended qualification	5

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	148
No. of posts vacant	24

> 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	36
Health & Safety	37
Equality, Diversity & Human Rights	117
Manual Handling	82
Safeguarding	14
Dementia	31
Positive Behaviour Management	119
Food Hygiene	115
Please outline any additional training undertaken pertinent to this role which is not outlined above.	10 End of Life, 90 Mental Health Awareness, 35 Autism, 7 Single handed Care, 24 WRAP, 1 Diabetes, 3 Stoma and Catheter, 20 VAWDASV, 23 GDPR, 59 Violence and Aggression, 40 Pressure sores and Infection control, 2 Understanding Assistive Technology, 27 Nutrition and Hydration

> Contractual Arrangements

No. of permanent staff	148
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)	121
No. of part-time staff (16 hours or under per week)	27

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	141
No. of staff working towards the required/recommended qualification	7

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

Service Profile

Service Details

Name of Service	Trem Y Mor

Telephone Number	01639 763014
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	115

Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Annual feedback forms sent out. Findings and themes analysed and where possible changes to service made. Reviews held within timescales enable individuals and their families/carers to review personal outcomes and provide feedback about service. Responsible Individual consultation with individuals, families/carers and staff. Regular meetings held where individuals have the opportunity to participate.

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	16
How many communal lounges at the service?	7
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	5 enclosed areas only accessible to residents and 2 accessible to residents with public access.
Provide details of any other facilities to which the residents have access	The residents have access to a computer suite and Snoezelen. A day service is provided along the respite unit which some residents have access to.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes

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

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Regular meetings held where individuals have the opportunity to participate. A small number of residents live in Trem Y Mor on a longer term basis awaiting alternative accommodation. Annual questionnaires completed by residents and their carers. Responsible Individual consultation with residents and staff. Case management annual care and support plan reviews – individuals attend their review meetings and are provided with support (if needed) to contribute and share their views. Each person is assigned a key worker who develops a good understanding of each service user's wants and needs, likes and dislikes. Person centred outcomes are agreed with residents and are detailed in support plans and evidenced in daily communication books. Regular individual supervision sessions with staff to share knowledge and concerns about individuals and identify opportunities for each person. Residents report that they feel their voices are heard and there are sufficient methods open to them so that each person is able to contribute and share their wishes and views using the most appropriate method of communication for them. Their views are gathered in several ways including facilitating an individual response and also working collectively with other residents. Care and support plans are reviewed and residents are able to contribute to their reviews, as are carers/families and professionals involved with their care. There are opportunities for individuals to make choices about what they do and the service enables them to develop and maintain friendships. Staff ensure that individuals have opportunities to communicate their views and make choices. Their views are respected and staff support residents to achieve their outcomes. The key worker system at Trem Y Mor ensures that a member of staff is up to date and knowledgeable about residents and can share this knowledge with colleagues.

| 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. | Carers report that Trem Y Mor provides a valuable support service which enables them to continue to provide care and support. Carers report that they are confident that the staff at Trem Y Mor meet residents' health and care needs well. There is high demand from carers for the respite service.

Trem Y Mor support plans are outcome focused and developed in conjunction with residents, family members and key workers. Annual Questionnaire sent to individuals and their families. Return rates are high and the majority report a high level of satisfaction with the service.

Case management annual care and support plan reviews held which consider individuals health, development and well-being.

Individuals are encouraged to develop their independence and to explore their skills and abilities. Residents are able to make use of technology to maintain contact with family and friends.

People experience a range of carers providing opportunities away from family/informal carers.

Residents are provided with opportunities to attend social activities in the community with friends.

Register residential residents with local GP- full health checks. Input for residents from Health clinicians – SALT team, psychology, psychiatry, physiotherapists, occupational therapists, chiropodists, access to behavioural support team. These professionals contribute to delivery of care plan.

Staff ensure that medical treatment is sought promptly in the event of residents' illness. Clear and thorough records are maintained so that information about medical needs can be shared.

Staff are knowledgeable about individuals' health requirements and can share this knowledge with medical professionals when required.

Behavioural support plans and positive behaviour management plans in place.

Medication policy in place, staff trained in administration of medication. Clear and robust systems are in place to record administration of medication.

Manual Handling training is provided and up to date for all staff. Residents are supported to attend their usual day service/community based activities when they attend Trem Y Mor for respite.

Staffing levels are adequate; pool of staff to undertake additional shifts in event of sickness or other absence.

Staffing levels monitored by Manager to ensure staffing levels remain adequate. The Management team ensure shifts are covered by staff with right skills and experience.

Staff vacancies are recruited to in a timely manner and the LA recruitment policy followed. |

The extent to which people feel safe and protected from abuse and neglect.	Adult Safeguarding Procedures are followed and inform best practice at Trem Y Mor. The Local Authority (NPTCBC) has clear policies and procedures which promote and support safeguarding of vulnerable adults. Advice and support is available from the LA Adult Safeguarding Team.
	Deprivation of Liberty Safeguards (DoLS) are in place for residents who are subject to restrictions and subsequently deprived of their liberty. The Manager seeks authorisation from the LA as required.
	The staff team are experienced, knowledgeable and well trained and understand importance of safeguarding.
	Assistive technology is used to ensure the safety of individuals whilst promoting respect and dignity.
	Regular night checks are carried out to ensure the safety of residents where needed. A wakeful staff team is in place to provide support during the night.
	Policies and procedures in place which support staff and protect service users. Safeguarding referrals are made when required.
	Daily recordings are kept so that staff are up to date with changing needs of residents.
	Annual reviews are in place which review and promote service users personal outcomes and achievements.
	Carers and families receive regular feedback and are encouraged to attend Trem Y Mor where appropriate. Team meetings are held regularly which gives staff opportunity to share concerns, learn from others and share new and innovative ideas.
	Staff supervision is in place. Frequency and quality of supervision is monitored by Manager. All staff receive mandatory and additional training.
	Carers report that they are confident that the staff meet people s' needs well.
	Staff ensure that medical treatment is sought promptly in the event of residents' illness. Clear and thorough records are maintained so that information about medical treatment can be shared. Medical treatment is sought when necessary. Medication policy in place, staff trained in administration of medication.
	Manual Handling training is provided and up to date for all staff.
	Staffing levels within the unit are adequate and there is a pool of staff available and willing to undertake additional shifts in the event of sickness or other absence. Staffing levels are monitored closely by the Manager to ensure staffing levels remain adequate. The Management team ensure that shifts are covered by a range of staff with the right skills and experience.
	The LA complaints policy will be followed in the event of a complaint being made about the service.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Trem Y Mor is a modern, purpose built 16 bedded respite unit. It is made up of 4 x 4 bedded pods which can be divided up to provide a range of suites which can promote independence, social opportunities and relationships but can also be used to provide care to those with the most challenging behaviour or for those who have the need for individual care and attention. Each bedroom has en suite bathroom facilities with hoisting equipment and disabled access facilities.
	Residents are supported to access community based activities in order to promote their independence, to develop and maintain friendships and relationships and to meet their personal outcomes. Social opportunities have been limited due to Covid-19 but are now being reinstated and are welcomed by individuals.
	The location of Trem Y Mor (sea front) is ideal to allow residents to enjoy leisure activities and spend time outdoors. A number of adapted bicycles are available for residents to use.
	Trem Y Mor is large enough to provide space for people to spend time away from other residents should they wish or to take part in activities with others, playing music, watching tv, playing games. They are encouraged to make choices whilst respecting the views of other residents. Their dignity is respected at all times by staff. People are supported to spend time in their bedrooms if they wish. Each bedroom has a large TV in it with access to a range of channels.
	Confidentiality of residents is maintained and records are kept securely. Staff understand the importance of keeping information confidential.
	Trem Y Mor employs a caretaker/handyman who is skilled at maintaining the property and keeping the environment in good order.
	A computer suite has been developed within an available space as it became clear following requests from individuals that this is how they wished to spend leisure time.
	Some of the furniture was no longer in good condition and has been replaced.
	The minibus has now been replaced with a new vehicle. This has been warmly received by the staff and residents and enables people to access the community more easily.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	37

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	1

No. of posts vacant	0

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

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

> Contractual Arrangements

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

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

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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	3
No. of posts vacant	0

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• MH 3 day passport • VAWDASV • GDPR / WRAP • Infection control • Managing sickness absences • Staff Supervision • Buccal Midazolam • Diabetes • Autism • Oxygen • PEG • Skin bundles • First Aid • Dysphasia/ assisted eating and drinking

> Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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

Nursing care staff

Does your service structure include roles of this type?	No

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

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

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

Filled and vacant posts

No. of staff in post	20
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	4
Health & Safety	22
Equality, Diversity & Human Rights	22
Infection, prevention & control	0
Manual Handling	22
Safeguarding	22
Medicine management	22
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• MH 3 day passport • VAWDASV • GDPR / WRAP • Infection control • Managing sickness absences • Staff Supervision • Buccal Midazolam • Diabetes • Autism • Oxygen • PEG • Skin bundles • First Aid • Dysphasia/ assisted eating and drinking

Contractual Arrangements

No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	20
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.	Trem Y Mor has 47 care staff employed to work in the Respite facility. Across a typical 24/7 Rotas Monday to Sunday: Staffing ratios depends very much on the level of support each individual requires accessing a transient service. Below is a static/fixed rota but additional staff will be added depending on intensity of support levels required. This will be worked out on a weekly or even daily basis depending on the nightly bookings. • 1 x wakeful Night Care officer 10pm -8am • 4 x Night Care Assistants 9pm-9am • 5 x Residential Care Officers/Assistants 7am – 2pm • 10 x Residential Care Officers/Assistants 2pm – 10pm • 1 sleep in staff nightly On the weekend the following fixed rota will apply: • 1 x wakeful Night Care officer 10pm -8am • 4 x Night Care Assistants 9pm-9am • 8 x Residential Care Officers/Assistants 7am – 2pm • 10 x Residential Care Officers/Assistants 2pm – 10pm • 1 sleep in staff nightly The additional staff needed to ensure the correct levels of care will be deployed from existing staff structure or from the Day Service at Trem Y Mor to ensure all are trained /registered with SCW and familiar with the needs of individuals with complex disabilities.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	2

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	23
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	4
Health & Safety	25
Equality, Diversity & Human Rights	25
Infection, prevention & control	0

Manual Handling	25
Safeguarding	25
Medicine management	23
Dementia	0
Positive Behaviour Management	23
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• MH 3 day passport • VAWDASV • GDPR / WRAP • Infection control • Managing sickness absences • Staff Supervision • Buccal Midazolam • Diabetes • Autism • Oxygen • PEG • Skin bundles • First Aid • Dysphasia/ assisted eating and drinking

Contractual Arrangements

No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

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

No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	11
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.	Trem Y Mor has 47 care staff employed to work in the Respite facility. Across a typical 24/7 Rotas Monday to Sunday: Staffing ratios depends very much on the level of support each individual requires accessing a transient service. Below is a static/fixed rota but additional staff will be added depending on intensity of support levels required. This will be worked out on a weekly or even daily basis depending on the nightly bookings. • 1 x wakeful Night Care officer 10pm -8am • 4 x Night Care Assistants 9pm-9am • 5 x Residential Care Officers/Assistants 7am – 2pm • 10 x Residential Care Officers/Assistants 2pm – 10pm • 1 sleep in staff nightly On the weekend the following fixed rota will apply: • 1 x wakeful Night Care officer 10pm -8am • 4 x Night Care Assistants 9pm-9am • 8 x Residential Care Officers/Assistants 7am – 2pm • 10 x Residential Care Officers/Assistants 2pm – 10pm • 1 sleep in staff nightly The additional staff needed to ensure the correct levels of care will be deployed from existing staff structure or from the Day Service at Trem Y Mor to ensure all are trained /registered with SCW and familiar with the needs of individuals with complex disabilities.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	2

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	3
No. of posts vacant	0

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

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

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

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
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	3

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

> 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)	0
No. of part-time staff (17-34 hours per week)	4
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

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.	Caretaker - maintenance of building and grounds.

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
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.	

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0