Annual Return 2022/2023

2023.	completed for you. There are no acti	out this provider and its associated services on the 31st March	
Provider name:		Oakmont Services Group Ltd	
he provider was registered on:		14/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Portman House		
were:	Service Type	Care Home Service	
	Type of Care	Childrens Home	
	Approval Date	11/03/2021	
	Responsible Individual(s)	Benjamin Edwards	
	Manager(s)	Hannah Edwards	
	Maximum number of places	3	
	Service Conditions	There are no conditions associated to this service	
	Ty New ydd		
	Service Type	Care Home Service	
	Type of Care	Childrens Home	
	Approval Date	15/02/2022	
	Responsible Individual(s)	Benjamin Edwards	
	Manager(s)		
	Maximum number of places	4	
	Service Conditions	There are no conditions associated to this service	
	Oakmont House		
	Service Type	Care Home Service	
	Type of Care	Childrens Home	
	Approval Date	14/08/2019	
	Responsible Individual(s)	Benjamin Edwards	
	Manager(s)	Benjamin Edwards	
	Maximum number of places	3	
	Service Conditions	There are no conditions associated to this service	

Training and Workforce Ranning

E.

•	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	The provider has identified both mandatory and service specific tr aining that staff members complete on induction and refresher trai ning is completed annually. Staff members also receive training in low arousal and positive behaviour management. The manageme nt team attend training in both the trauma recovery model and saf ety, stability, repair and resilience model. The provider works with external trainers who have devised pathway programmes for all st aff members which is provider specific.
L		

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The provider utilises safe and robust recruitment processes for all the homes. Staff members receive regular supervisions and annu al appraisals. Pathway Programmes for all levels have been devis ed with external trainers to support staff members to develop withi n their roles. Staff members are supported to register with Social Care Wales within required timescales. Staff members are enrolle d onto and supported to complete their QCF qualifications upon c ompletion of their probation.
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Service Profile

Service Details

Name of Service Oakmont House

Telephone Number	03301741380
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

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

Fees Charged

The minimum weekly fee payable during the last financial year?	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?	Individual monthly meetings are held with each young person whe re a range of information is discussed related to the young perso ns support requirements and well-being. Service monthly meeting s are also held with young people as a group to allow young peop le to express their views in a group discussion. The views of youn g people are also gathered through anonymous questionnaires, w hich are sent as part of the service' quality of care review.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1

How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden area to the side and back of the home wh ich young people can access. This area is used for a variety of ac tivities such as playing ball and trampolining. There is a seated ar ea where young people can relax or spend time with friends and f amily.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Monthly meetings are held with each young person during whic h they can discuss any concerns/issues they have with staff. Yo ung people, with support from staff members, agree on what ke y areas the young person is going to work on each month and t he necessary resources or opportunities are made available. E ach young person has individual support plans which they are i nvolved in drafting and once completed they sign the plans to i ndicate that they agree with the strategies outlined to support t hem.
	Young people are encouraged to attend all meetings where the support they require/receive is discussed.
	Young people are supported to prepare for these meetings so t hat they feel comfortable expressing their views.
	Young people are asked to complete questionnaires as part of the quality of care review process, their views are gathered, an alysed and changes made in the home in line with the views ex pressed.
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.	Young people are registered with the relevant healthcare profe ssionals and are supported to attend any appointments require d. The service works closely with healthcare professionals, esp ecially the CAMHS team, to ensure the that young people recei ve the care and support that they need.
	Young people are supported to engage in education while livin g in the home and the home liaises with the relevant education facilities to ensure the needs/interests of the young people are met.
	Young people are involved in planning their activities each wee k and are encouraged to join local groups such as dance group to improve their social skills, foster new friendships and engage in exercise.
	Young people are involved in identifying areas that they need s upport with each month such ass developing relationships, self esteem and life skills. The staff team then liaise with an external psychologist to look at the appropriate strategies and resource s that will be required to carry out key working sessions with yo ung people.

The extent to which people feel safe and protected from abuse and neglect.	Young people have monthly meetings where they can discuss a ny issues or concerns they may have and be confident that the se concerns will be addressed. The management team have at open door policy - the staff team and young people are aware, that they can raise any concerns that they have and these con cerns will be dealt with confidentially and in a timely manner. Staff members support the young people to recognise when the
	y are becoming upset and to put strategies in place to help the m deal with these situations. Staff members have worked to for m trusting relationships with young people in the home so that hey feel safe. Staff members involve young people in devising he strategies that are put in place to support them when they be ecome anxious or experience other problems.
	All staff members receive safeguarding training annually and h ave access to Social Care Wales "All Wales Safeguarding Proc edures" application on their phones. Safeguarding is also disc seed in monthly staff meetings, if any concerns are raised the manager liaises with the local safeguarding team and ensures hat the correct process is followed and the concerns addresse
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service is well set up to meet the needs of young people who live there. It provides a comfortable and homely environment for young people. The home has all the facilities required to enable young people to develop their life skills such as a fully eq pped kitchen and dedicated utility room. There is a lounge where young people can relax, carry out activities or spend time witt their families when they visit Oakmont House.
	All young people have their own bedrooms which they have be en supported to decorate to suit their own personal tastes. You ng people are encouraged to personalise their bedrooms and o create a safe space for themselves.
	Young people are supported to develop their life skills within the home and are involved in all aspects of life in Oakmont Hous such as devising the weekly menus, shopping, cooking and maintaining the cleanliness of the home.

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 8 31 March)

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

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

Staff Type	Service Manager		
	Does your service structure include roles of this type?	Yes	
	Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
	Filled and vacant posts		
	No. of staff in post	1	
	No. of posts vacant	0	
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
	Induction	0	
	Health & Safety	1	
	Equality, Diversity & Human Rights	1	
	Infection, prevention & control	1	
	Manual Handling	0	
	Safeguarding	1	
	Medicine management	1	
	Dementia	0	
	Positive Behaviour Management	1	
	Food Hygiene	1	
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff also complete training in relation to the following:	
		ADHD Awareness, Adverse Childhood Experiences, Autism Awareness, Data Protection, Child Exploitati on, Child Protection, Domestic Abuse; Children and Young People, Dyslexia Awareness, Extremism and Radicalisation, First Aid, Fire Marshall, FGM Aware ness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young Peopl e, Online Safety, Preventing Bullying, Raising Awar eness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Mo dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understanding Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm.	
		The organisation also provides two pathway progra mmes : one for support workers and the other seni or support workers and managers. The Senior Sup port Worker and Managers Pathway includes: RISC A Compliance, Personal Qualities, Leading Others, Managing Services, Continuous Improvement, Man aging Change and Vision and Strategy.	
	Contractual Arrangements		
	No. of permanent staff	1	

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi-	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2

	0
Manual Handling	2
Safeguarding	2
Medicine management	
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff also complete training in relation to the followi ng: ADHD Awareness, Adverse Childhood Experiences. Autism Awareness, Data Protection, Child Exploitati on, Child Protection, Domestic Abuse; Children and Young People, Dyslexia Awareness, Extremism and Radicalisation, First Aid, Fire Marshall, FGM Aware ness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young Peopl e, Online Safety, Preventing Bullying, Raising Awar eness of LGBT, Raising Awareness of Trafficking and Mo dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understanding Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway programm es: one for support workers and the other senior su pport workers and managers. The Senior Support Worker and Managers Pathway includes: RISCA C ompliance, Personal Qualities, Leading Others, Ma naging Services, Continuous Improvement, Managi
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	2 0
	0
No. of volunteers	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
• · · · ·	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	2 0
No. of full-time staff (35 hours or more per week)	2 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	2 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed s 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	2 0 0 Staff Senior Support Workers work 3 x 14.5 hours per w eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week 2 On each shift there are 1 Senior Support and 2 Su
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed s 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 0 0 Staff Senior Support Workers work 3 x 14.5 hours per w eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week 2 On each shift there are 1 Senior Support and 2 Su

Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	6	
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	5	
Health & Safety	12	
Equality, Diversity & Human Rights	12	
Infection, prevention & control	12	
Manual Handling	0	
Safeguarding	12	
Medicine management	12	
Dementia	0	
Positive Behaviour Management	12	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	 Staff also complete training in relation to the following: ADHD Awareness, Adverse Childhood Experiences Autism Awareness, Data Protection, Child Exploitation, Child Protection, Domestic Abuse; Children and Young People, Dyslexia Awareness, Extremism and Radicalisation, First Aid, Fire Marshall, FGM Awareness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young People, Online Safety, Preventing Bullying, Raising Awareness of LGBT, Raising Awareness of Trafficking and Modern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understanding Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway programmes : one for support workers and the other senior support workers and managers. The Support Worker Pathway includes: Principles and Values, Implementing Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members completed the All Wales Induction Framework and register with Social Care Wales with hin their probationary period. 	
Contractual Arrangements		
No. of permanent staff	4	
	0	
No. of Fixed term contracted staff	0	
No. of Fixed term contracted staff No. of volunteers	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	taff
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.	Support Staff work 2.5 days per week. The long da ys are 14.5 hours while the half day is 7 hours. Sup port staff also sleep in one night per week but may be more depending on the needs of the home. The number of staff on shift will be dependent on th e needs of the young people but there is a minimu m of 2 staff members in the home at all times.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional	No

Service Profile

Service Details

Name of Service

Portman House

Telephone Number	03301741381
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

People Supported	
How many people in total did the service provide care and support to during the last financial year?	3

Fees Charged

The minimum weekly fee payable during the last financial year?	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?	Individual monthly meetings are held with each young person whe re a range of information is discussed related to the young perso ns' support requirements and well-being. Service monthly meeting s are also held with young people as a group to allow young peop le to express their views in a group discussion. The views of youn g people are also gathered through anonymous questionnaires, w hich are sent as part of the service' quality of care review.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden area back of the home which young peop le can access. This area is used for a variety of activities such as playing ball and trampolining. There is a seated area where youn g people can relax or spend time with friends and family.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

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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.	Monthly meetings are held with each young person during whic h they can discuss any concerns/issues they have with staff. Yo ung people, with support from staff members, agree on what ke y areas the young person is going to work on each month and t he necessary resources or opportunities are made available. E ach young person has individual support plans which they are i nvolved in drafting and once completed they sign the plans to i ndicate that they agree with the strategies outlined to support t hem.
	Young people are encouraged to attend all meetings where the support they require/receive is discussed.
	Young people are supported to prepare for these meetings so t hat they feel comfortable expressing their views.
	Young people are asked to complete questionnaires as part of the quality of care review process, their views are gathered, an alysed and changes made in the home in line with the views ex pressed.
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.	Young people are registered with the relevant healthcare profe ssionals and are supported to attend any appointments require d. The service works closely with healthcare professionals, esp ecially the CAMHS team, to ensure the that young people recei ve the care and support that they need.
	Young people are supported to engage in education while livin g in the home and the home liaises with the relevant education facilities to ensure the needs/interests of the young people are met.
	Young people are involved in planning their activities each wee k and are encouraged to join local groups such as dance group to improve their social skills, foster new friendships and engage in exercise. Young people are involved in identifying areas that they need support with each month such ass developing relatio nships, self esteem and life skills. The staff team then liaise with an external psychologist to look at the appropriate strategies a nd resources that will be required to carry out key working sessi ons with young people.
The extent to which people feel safe and protected from abuse and neglect.	2. Young people have monthly meetings where they can discus s any issues or concerns they may have and be confident that t hese concerns will be addressed. The management team have an open door policy - the staff team and young people are awa re, that they can raise any concerns that they have and these c oncerns will be dealt with confidentially and in a timely manner.
	Staff members support the young people to recognise when the y are becoming upset and to put strategies in place to help the m deal with these situations. Staff members have worked to for m trusting relationships with young people in the home so that t hey feel safe. Staff members involve young people in devising t he strategies that are put in place to support them when they b ecome anxious or experience other problems.
	All staff members receive safeguarding training annually and h ave access to Social Care Wales "All Wales Safeguarding Proc edures" application on their phones. Safeguarding is also discu ssed in monthly staff meetings, if any concerns are raised the manager liaises with the local safeguarding team and ensures t hat the correct process is followed and the concerns addressed

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	3The service is well set up to meet the needs of young people who live there. It provides a comfortable and homely environme nt for young people. The home has all the facilities required to enable young people to develop their life skills such as a fully e quipped kitchen and dedicated utility room. There is a lounge w here young people can relax, carry out activities or spend time with their families when they visit Portman House.
	All young people have their own bedrooms which they have be en supported to decorate to suit their own personal tastes. You ng people are encouraged to personalise their bedrooms and t o create a safe space for themselves.
	Young people are supported to develop their life skills within th e home and are involved in all aspects of life in Portman House such as devising the weekly menus, shopping, cooking and main ntaining the cleanliness of the home.

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 8 31 March)

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

ID Awareness, Adverse Childhood Experiences sm Awareness, Data Protection, Child Exploitati Child Protection, Domestic Abuse; Children and icalisation, First Aid, Fire Marshall, FGM Aware s, Looked after Children, Child on Child Sexual ence and harassment, Harmful Sexual Behavio Mental Wellbeing in Children and Young Peopl nline Safety, Preventing Bullying, Raising Awareness GBT, Raising Awareness of Trafficking and Mo n Slavery, Serious Youth Violence, Substance ise Risks, Suicide Awareness and Prevention, kling Obesity, The Prevent Duty, Understanding phylaxis, Anxiety, Asthma, Diabetes, Epilepsy, ression, Self harm. company also provides two pathway programm one for support workers and the other senior s port workers and managers. The Senior Support ker and Managers Pathway includes: RISCA C liance, Personal Qualities, Leading Others, Ma ing Services, Continuous Improvement, Managi Change and Vision and Strategy. manager has attended the pathways training p amme provided by the company and facilitated xperienced external trainers. The manager has attended training in relation to low arousal and
D Awareness, Adverse Childhood Experiences sm Awareness, Data Protection, Child Exploitati Child Protection, Domestic Abuse; Children and icalisation, First Aid, Fire Marshall, FGM Aware s, Looked after Children, Child on Child Sexual ence and harassment, Harmful Sexual Behavio Mental Wellbeing in Children and Young Peopl nline Safety, Preventing Bullying, Raising Awareness GBT, Raising Awareness of Trafficking and Mo n Slavery, Serious Youth Violence, Substance ise Risks, Suicide Awareness and Prevention, kling Obesity, The Prevent Duty, Understanding phylaxis, Anxiety, Asthma, Diabetes, Epilepsy, ression, Self harm. company also provides two pathway programm one for support workers and the other senior s port workers and managers. The Senior Support ker and Managers Pathway includes: RISCA C liance, Personal Qualities, Leading Others, Ma ing Services, Continuous Improvement, Managi Change and Vision and Strategy.
sm Awareness, Data Protection, Child Exploitati Child Protection, Domestic Abuse; Children and ing People, Dyslexia Awareness, Extremism and icalisation, First Aid, Fire Marshall, FGM Aware s, Looked after Children, Child on Child Sexual ence and harassment, Harmful Sexual Behavio Mental Wellbeing in Children and Young Peopl inline Safety, Preventing Bullying, Raising Awar ss of Child on Child Abuse, Raising Awareness GBT, Raising Awareness of Trafficking and Mo in Slavery, Serious Youth Violence, Substance use Risks, Suicide Awareness and Prevention, kling Obesity, The Prevent Duty, Understanding phylaxis, Anxiety, Asthma, Diabetes, Epilepsy, ression, Self harm. company also provides two pathway programm one for support workers and the other senior s ort workers and managers. The Senior Support ker and Managers Pathway includes: RISCA C liance, Personal Qualities, Leading Others, Ma ing Services, Continuous Improvement, Managi Change and Vision and Strategy. manager has attended the pathways training p amme provided by the company and facilitated xperienced external trainers. The manager has attended training in relation to low arousal and safety, stability, repair and resilience model faci
D Awareness, Adverse Childhood Experiences sm Awareness, Data Protection, Child Exploitati Child Protection, Domestic Abuse; Children and ing People, Dyslexia Awareness, Extremism and icalisation, First Aid, Fire Marshall, FGM Aware s, Looked after Children, Child on Child Sexual ence and harassment, Harmful Sexual Behavio Mental Wellbeing in Children and Young Peopl nline Safety, Preventing Bullying, Raising Awar ss of Child on Child Abuse, Raising Awareness GBT, Raising Awareness of Trafficking and Mo n Slavery, Serious Youth Violence, Substance ise Risks, Suicide Awareness and Prevention, kling Obesity, The Prevent Duty, Understanding phylaxis, Anxiety, Asthma, Diabetes, Epilepsy, ression, Self harm. company also provides two pathway programm one for support workers and the other senior s ort workers and managers. The Senior Support ker and Managers Pathway includes: RISCA C liance, Personal Qualities, Leading Others, Ma ing Services, Continuous Improvement, Managi Change and Vision and Strategy. manager has attended the pathways training p amme provided by the company and facilitated xperienced external trainers. The manager has attended training in relation to low arousal and safety, stability, repair and resilience model faci
safety, stability, repair and resilience model fac
n contact staff by hours worked per week.

Does your service structure include roles of this type?	s No	
Nursing care staff		
Nursing care staff		
Does your service structure include roles of this type?	s No	
Registered nurses		
Does your service structure include roles of this type?	s No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	s Yes	
Important: All questions in this section relatest stated, the information added should be the	e specifically to this role type only. Unless otherwise e position as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
No. of staff in post No. of posts vacant	2 0	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training tha	0	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training tha can be added to 'Please outline any additio not outlined above'.	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training tha can be added to 'Please outline any additio not outlined above'.	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training the can be added to 'Please outline any addition not outlined above'. Induction Health & Safety	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training tha can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2 2	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training the can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook is provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training the can be added to 'Please outline any additio not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training tha can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2	
No. of posts vacant Training undertaken during the last financia Set out the number of staff who undertook provided is only a sample of the training tha can be added to 'Please outline any additio not outlined above'.	0 al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listed onal training undertaken pertinent for this role which is 0 2	

	ng: ADHD Awareness, Adverse Childhood Experience: Autism Awareness, Data Protection, Child Exploita on, Child Protection, Domestic Abuse; Children an Young People, Dyslexia Awareness, Extremism an Radicalisation, First Aid, Fire Marshall, FGM Awareness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young Peop e, Online Safety, Preventing Bullying, Raising Awa eness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Mc dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandin Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior support Worker and Managers Pathway includes: RISCA C ompliance, Personal Qualities, Leading Others, Ma naging Services, Continuous Improvement, Manag ng Change and Vision and Strategy. Senior Support Workers have undertake training in low arousal approach facilitated by Studio 3.
	All Senior Support Staff complete the All Wales Inc uction Framework and register with Social Care W les within their probationary period.
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 fixe	d term contact staff by hours worked per week.
	1
No. of full-time staff (35 hours or more per week)	2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	2 0
No. of full-time staff (35 hours or more per week)	2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	2 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	2 0 0 Staff Senior Support Workers work 3 x 14.5 hours per v eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week two. The number of staff on shift will be dependent on
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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	2 0 0 Staff Senior Support Workers work 3 x 14.5 hours per v eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week two. The number of staff on shift will be dependent on e needs of the young people but there is a minimu
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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 0 0 staff Senior Support Workers work 3 x 14.5 hours per v eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week two. The number of staff on shift will be dependent on e needs of the young people but there is a minimum m of 2 staff members in the home at all times.
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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 0 0 Staff Senior Support Workers work 3 x 14.5 hours per v eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week two. The number of staff on shift will be dependent on e needs of the young people but there is a minimu
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	2 0 0 staff Senior Support Workers work 3 x 14.5 hours per v eek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week two. The number of staff on shift will be dependent on the e needs of the young people but there is a minimum m of 2 staff members in the home at all times.
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	2 0 0 staff Senior Support Workers work 3 x 14.5 hours per vek plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week two. The number of staff on shift will be dependent on e needs of the young people but there is a minimum of 2 staff members in the home at all times. 1

Filled and vacant posts		
		No. of staff in post
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	7	
Health & Safety	7	
Equality, Diversity & Human Rights	7	
Infection, prevention & control	7	
Manual Handling	0	
Safeguarding	7	
Medicine management	7	
Dementia	0	
Positive Behaviour Management	7	
Food Hygiene	7	
	Young People, Dyslexia Awareness, Extremism an Radicalisation, First Aid, Fire Marshall, FGM Awar ness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavid urs, Mental Wellbeing in Children and Young Peop e, Online Safety, Preventing Bullying, Raising Awareness of LGBT, Raising Awareness of Trafficking and Me dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandin Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior upport workers and managers. The Support Work r Pathway includes: Principles and Values, Implem nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members complete the All Wales Inductior	
Contractual Arrangements	Young People, Dyslexia Awareness, Extremism an Radicalisation, First Aid, Fire Marshall, FGM Awar ness, Looked after Children, Child on Child Sexua Violence and harassment, Harmful Sexual Behavid urs, Mental Wellbeing in Children and Young Peop e, Online Safety, Preventing Bullying, Raising Awareness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Mi dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandir Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior upport workers and managers. The Support Work r Pathway includes: Principles and Values, Implerr nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members complete the All Wales Inductior Framework and register with Social Care Wales w hin their probationary period.	
No. of permanent staff	Young People, Dyslexia Awareness, Extremism an Radicalisation, First Aid, Fire Marshall, FGM Awar ness, Looked after Children, Child on Child Sexua Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young Peop e, Online Safety, Preventing Bullying, Raising Awareness of LGBT, Raising Awareness of Trafficking and Me dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandir Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior upport workers and managers. The Support Work r Pathway includes: Principles and Values, Implern nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members complete the All Wales Induction Framework and register with Social Care Wales w hin their probationary period.	
No. of permanent staff No. of Fixed term contracted staff	Young People, Dyslexia Awareness, Extremism an Radicalisation, First Aid, Fire Marshall, FGM Awar ness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavid urs, Mental Wellbeing in Children and Young Peop e, Online Safety, Preventing Bullying, Raising Awareness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Me dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandir Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior upport workers and managers. The Support Work r Pathway includes: Principles and Values, Implem nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members complete the All Wales Inductior Framework and register with Social Care Wales w hin their probationary period.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	Young People, Dyslexia Awareness, Extremism ar Radicalisation, First Aid, Fire Marshall, FGM Awar ness, Looked after Children, Child on Child Sexua Violence and harassment, Harmful Sexual Behavid urs, Mental Wellbeing in Children and Young Peo e, Online Safety, Preventing Bullying, Raising Awareness of LGBT, Raising Awareness of Trafficking and M dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandir Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior upport workers and managers. The Support Work r Pathway includes: Principles and Values, Implern nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members complete the All Wales Induction Framework and register with Social Care Wales w hin their probationary period.	
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understandir Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway program es : one for support workers and the other senior upport workers and managers. The Support Work r Pathway includes: Principles and Values, Implem nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. All staff members complete the All Wales Induction Framework and register with Social Care Wales with hin their probationary period.	

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Support Staff work 2.5 days per week. The long da ys are 14.5 hours while the half day is 7 hours. Sup port staff also sleep in one night per week but may be more depending on the needs of the home. The number of staff on shift will be dependent on th e needs of the young people but there is a minimu
	m of 2 staff members in the home at all times.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ty Newydd
Telephone Number	03301741382
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fe	Fees Charged		
Ī	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?	Individual monthly meetings are held with each young person whe re a range of information is discussed related to the young perso ns' support requirements and well-being. Service monthly meeting s are also held with young people as a group to allow young peop le to express their views in a group discussion. The views of youn g people are also gathered through anonymous questionnaires, w hich are sent as part of the service' quality of care review

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a small garden area to the side of the home which young people can access. This area is used for a variety of activities suc h as playing ball and trampolining. There is a seated area where young people can relax or spend time with friends and family. The y also have access 7 acres of land which surround the home and included a substantial wooded area.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

Γ

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.	Monthly meetings are held with each young person during which h they can discuss any concerns/issues they have with staff. Young people, with support from staff members, agree on what key y areas the young person is going to work on each month and he necessary resources or opportunities are made available. E ach young person has individual support plans which they are in nvolved in drafting and once completed they sign the plans to in ndicate that they agree with the strategies outlined to support them.	
	Young people are encouraged to attend all meetings where the support they require/receive is discussed.	
	Young people are supported to prepare for these meetings so hat they feel comfortable expressing their views.	
	Young people are asked to complete questionnaires as part of the quality of care review process, their views are gathered, an alysed and changes made in the home in line with the views ex pressed.	
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.	Young people are registered with the relevant healthcare professionals and are supported to attend any appointments required. The service works closely with healthcare professionals, especially the CAMHS team, to ensure the that young people receive the care and support that they need.	
	Young people are supported to engage in education while livin g in the home and the home liaises with the relevant education facilities to ensure the needs/interests of the young people are met.	
	Young people are involved in planning their activities each week k and are encouraged to join local groups such as dance grou to improve their social skills, foster new friendships and engage in exercise.	
	Young people are involved in identifying areas that they need upport with each month such ass developing relationships, self esteem and life skills. The staff team then liaise with an externa psychologist to look at the appropriate strategies and resource s that will be required to carry out key working sessions with young people.	
The extent to which people feel safe and protected from abuse and neglect.	2. Young people have monthly meetings where they can discuss s any issues or concerns they may have and be confident that hese concerns will be addressed. The management team have an open door policy - the staff team and young people are awa re, that they can raise any concerns that they have and these oncerns will be dealt with confidentially and in a timely manner.	
	Staff members support the young people to recognise when the y are becoming upset and to put strategies in place to help the m deal with these situations. Staff members have worked to for m trusting relationships with young people in the home so that hey feel safe. Staff members involve young people in devising he strategies that are put in place to support them when they be ecome anxious or experience other problems.	
	All staff members receive safeguarding training annually and h ave access to Social Care Wales "All Wales Safeguarding Pro- edures" application on their phones. Safeguarding is also disc ssed in monthly staff meetings, if any concerns are raised the manager liaises with the local safeguarding team and ensures hat the correct process is followed and the concerns addresse	
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service is well set up to meet the needs of young people v ho live there. It provides a comfortable and homely environmer for young people. The home has all the facilities required to er able young people to develop their life skills such as a fully equ pped kitchen and dedicated utility room. There is a lounge whe e young people can relax, carry out activities or spend time wit their families when they visit Ty Newydd.	
	All young people have their own bedrooms which they have be en supported to decorate to suit their own personal tastes. You ng people are encouraged to personalise their bedrooms and o create a safe space for themselves.	
	Young people are supported to develop their life skills within the home and are involved in all aspects of life in Ty Newydd such as devising the weekly menus, shopping, cooking and maintaining the cleanliness of the home.	

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 8 31 March)

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

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

be	Service Manager			
	Does your service structure include roles of type?	this Yes		
	Important: All questions in this section re stated, the information added should be	late specifica the position a	lly to this role type only. Unless otherwise as of the 31st March of the last financial yea	
	Filled and vacant posts			
	No. of staff in post	1		
	No. of posts vacant	0		
	Set out the number of staff who undertoo	ok relevant tra		
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'.	ok relevant tra that may hav itional training		
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add	ok relevant tra that may hav	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'.	ok relevant tra that may hav itional training 0	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'. Induction Health & Safety	ok relevant tra that may hav itional training 0 1	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ok relevant tra that may hav itional training 0 1 1	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ok relevant tra that may hav itional training 0 1 1 1 1	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ok relevant tra that may hav itional training 0 1 1 1 0	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ok relevant tra that may hav itional training 0 1 1 1 0 1 1 0	aining. The list of training categories e been undertaken. Any training not listed	
	Set out the number of staff who undertoo provided is only a sample of the training can be added to 'Please outline any add not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	bk relevant tra that may hav itional training 0 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1	aining. The list of training categories e been undertaken. Any training not listed	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	 Staff also complete training in relation to the following: ADHD Awareness, Adverse Childhood Experiences Autism Awareness, Data Protection, Child Exploitation, Child Protection, Domestic Abuse; Children and Young People, Dyslexia Awareness, Extremism and Radicalisation, First Aid, Fire Marshall, FGM Awareness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young People, Online Safety, Preventing Bullying, Raising Awareness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Mo dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understanding Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway programmes : one for support workers and the other senior support workers and Managers Pathway includes: RISCA C ompliance, Personal Qualities, Leading Others, Managing Services, Continuous Improvement, Managing Change and Vision and Strategy. The manager has also attended training in relation to low arousal and the safety, stability, repair and resilience model facilitated by Studio 3.
	esilience model facilitated by Studio 3.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
	1
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Nursing care staff	

Registered nurses		
Does your service structure include roles of this	No	
type?		
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
type ?		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	3	
No. of posts vacant	0	
	· · · · · · · · · · · · · · · · · · ·	
Training undertaken during the last financial year		
Set out the number of staff who undertook releve provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
	1.	
Induction	2	
Health & Safety	3	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	3	
Manual Handling	0 3	
Safeguarding Medicine management	3	
Dementia	0	
Positive Behaviour Management	3	
Food Hygiene	3	
Please outline any additional training undertaken	Staff also complete training in relation to the followi	
pertinent to this role which is not outlined above.	ng: ADHD Awareness, Adverse Childhood Experiences Autism Awareness, Data Protection, Child Exploitati on, Child Protection, Domestic Abuse; Children and Young People, Dyslexia Awareness, Extremism and Radicalisation, First Aid, Fire Marshall, FGM Aware ness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young People e, Online Safety, Preventing Bullying, Raising Aware ness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Mo dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understanding Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway programm es : one for support workers and the other senior s upport workers and managers. The Support Worker Pathway includes: Principles and Values, Implementing Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions.	
Contractual Arrangements		
No. of permanent staff	3	
No. of permanent staff	0	
	0	
No. of volunteers	l ^v	

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
b. of full-time staff (35 hours or more per week) 3	
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed	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.	Senior Support Workers work 3 x 14.5 hours per veck plus sleep ins. They work Monday, Saturday, Sunday - week one and Tuesday, Thursday and Friday - week 2 The number of staff on shift will be dependent on e needs of the young people but there is a minimum m of 2 staff members in the home at all times.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the poss Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to 'Please outline any additional to the provided is only a sample of the training that ma can be added to 'Please outline any additional to the provided is only a sample of the training that ma can be added to 'Please outline any additional to the provided is only a sample of the training that ma can be added to 'Please outline any additional to the provided is only a sample of the training that ma can be added to 'Please outline any additional to the provided is only a sample of the training that ma can be added to 'Please outline any additional to the provided is only a sample of the training that the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training that ma can be added to 'Please outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the tast financial year outline any additional to the provided is only a sample of the training the t	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	4 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the possected, the information added should be the possected. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'. Induction	ecifically to this role type only. Unless otherwise ecifically to this role type only. Unless otherwise ecifically to this role 31st March of the last financial year. 4 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 8
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 4 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 8 8 8
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	accifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 4 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 8

	ng: ADHD Awareness, Adverse Childhood Experiences, Autism Awareness, Data Protection, Child Exploitati on, Child Protection, Domestic Abuse; Children and Young People, Dyslexia Awareness, Extremism and Radicalisation, First Aid, Fire Marshall, FGM Aware ness, Looked after Children, Child on Child Sexual Violence and harassment, Harmful Sexual Behavio urs, Mental Wellbeing in Children and Young Peopl e, Online Safety, Preventing Bullying, Raising Awar eness of Child on Child Abuse, Raising Awareness of LGBT, Raising Awareness of Trafficking and Mo dern Slavery, Serious Youth Violence, Substance Misuse Risks, Suicide Awareness and Prevention, Tackling Obesity, The Prevent Duty, Understanding Anaphylaxis, Anxiety, Asthma, Diabetes, Epilepsy, Depression, Self harm. The company also provides two pathway programm es : one for support workers and the other senior s upport workers and managers. The Support Worke r Pathway includes: Principles and Values, Impleme nting Approach, Carrying out our role, Working as a Team, Being Accountable, Integrity and Effective Supervisions. Staff members complete the All Wales Induction Fr amework and register with Social Care Wales within
	their probationary period.
Contractual Arrangements	
No. of permanent staff	4
No. of permanent staff No. of Fixed term contracted staff	0
No. of volunteers	0
	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0
staff	0
Sidii	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	4
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	4 0
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	4 0 0
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	4 0 0
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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	4 0 0 staff Support Staff work 2.5 days per week. The long da ys are 14.5 hours while the half day is 7 hours. Sup port staff also sleep in one night per week but may
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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	4 0 0 staff Support Staff work 2.5 days per week. The long da ys are 14.5 hours while the half day is 7 hours. Sup port staff also sleep in one night per week but may be more depending on the needs of the home. The number of staff on shift will be dependent on th e needs of the young people but there is a minimu
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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.	4 0 0 staff Support Staff work 2.5 days per week. The long da ys are 14.5 hours while the half day is 7 hours. Sup port staff also sleep in one night per week but may be more depending on the needs of the home. The number of staff on shift will be dependent on th e needs of the young people but there is a minimu
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Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed 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. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	4 0 0 staff Support Staff work 2.5 days per week. The long da ys are 14.5 hours while the half day is 7 hours. Sup port staff also sleep in one night per week but may be more depending on the needs of the home. The number of staff on shift will be dependent on th e needs of the young people but there is a minimu m of 2 staff members in the home at all times. 0

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