

Annual Return 2022/2023

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:	Orbis Education and Care Limited
The provider was registered on:	24/07/2018

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Cartref Mynydd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	30/10/2020
	Responsible Individual(s)	Gavin Davies
	Manager(s)	Andrea Cooke
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Ty Coryton	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	18/12/2018
	Responsible Individual(s)	Olunmi Fabusuyi
	Manager(s)	Richard Grainger
	Maximum number of places	20
	Service Conditions	There are no conditions associated to this service
	Ty Bronllys	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	24/07/2018
	Responsible Individual(s)	Olunmi Fabusuyi
	Manager(s)	Sarah Russell, Sarah Russel, Emma Arnold
	Maximum number of places	10
	Service Conditions	There are no conditions associated to this service
	The Old Vicarage	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/07/2018
	Responsible Individual(s)	Gavin Davies
	Manager(s)	Victoria Bailey
	Maximum number of places	10
	Service Conditions	There are no conditions associated to this service

Coed Parc House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/07/2018
Responsible Individual(s)	Gavin Davies
Manager(s)	Julianna Palazzotto
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Ty Carreg	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	18/12/2018
Responsible Individual(s)	Gavin Davies
Manager(s)	Nicola Berriman
Maximum number of places	13
Service Conditions	There are no conditions associated to this service
Ty Galan	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/11/2018
Responsible Individual(s)	Olunmi Fabusuyi
Manager(s)	Clara Nee-Davies
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Summergeil House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	17/12/2018
Responsible Individual(s)	Olunmi Fabusuyi
Manager(s)	Drew Brown
Maximum number of places	18
Service Conditions	There are no conditions associated to this service
Dan Y Coed House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/05/2019
Responsible Individual(s)	Olunmi Fabusuyi
Manager(s)	David Harding
Maximum number of places	15
Service Conditions	There are no conditions associated to this service

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Identifying: training needs, Legislative/policy requirements, Responding to any training deficits/concerns raised in Quality Review meetings, Responding to Service Manager requests via Supervision process, Feedback from delegates and Assessment needs of people in out care. Planning: E-learning modules on LMS, Using the existing repertoire of face-to-face delivery sessions, Use of external providers. Meeting: Arranging suitable times, dates & venues of session; Record completion on LMS, Evaluation
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment -Increased pay rates; Enhanced DBS paid; Revised elements of our induction programme to enhance the skills and knowledge of new starters including early 'shadow shifts' in homes to gain a better understanding of the work environment and individuals we support. Retention -Introduced employee engagement survey for employees & implemented action plans; encouraging input and feedback; Introduced Awards Ceremony for specific recognition of employee contributions to help maintain retention

Service Profile

Service Details

Name of Service	Cartref Mynydd
Telephone Number	01792983118
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594.45
The maximum weekly fee payable during the last financial year?	9269.79

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	house meetings, quality 6 monthly questionnaires, reg 73 visits, keyworker meetings

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	Garden area, which comprises of seated swing, planting areas
Provide details of any other facilities to which the residents have access	community access to the surrounding areas

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>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.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health checks and health screening Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist. Liaising and working with various health practitioners as required. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files. Discussing of health concerns and appointments with appropriate representatives. Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence. All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Be Safe We aim to keep all individuals safe by</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home <input type="checkbox"/> All staff are trained in safeguarding and understand the process to raise concerns <input type="checkbox"/> All individuals are supported by their funded and agreed staffing level <input type="checkbox"/> All identified risks are recorded, and appropriate management strategies implemented <input type="checkbox"/> Working within legislation to ensure the home is safe and well maintained <input type="checkbox"/> Working within the PBS model to support individuals to manage their anxieties <input type="checkbox"/> We have robust safeguarding, whistleblowing and complaints procedures <input type="checkbox"/> The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions <input type="checkbox"/> Ensuring the homes comply with health and safety regulations and best practices <p>Have control over everyday life and where relevant participation in work</p> <p>We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff. <input type="checkbox"/> Participating in reviews and meetings about their progress, where possible. <input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns. <input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	28
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none

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

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.	4 days one week, 3 days the next on 12.5hr shifts monday, tuesday and a saturday and sunday one week then a wednesday, thursday and friday the week af ter
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	16
No. of posts vacant	11
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	0
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Typical shift patterns 4 days one week, 3 days the next on 12.5hr shifts monday, tuesday and a saturday and sunday one week then a wednesday, thursday and friday the week af ter</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4

No. of staff working towards the required/recommended qualification	11
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	Coed Parc House
Telephone Number	01639887074
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594.45
The maximum weekly fee payable during the last financial year?	9269.79

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?	house meetings, quality 6 monthly questionnaires, reg 73 visits, keyworker meetings

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	garden areas, with swings and planting areas
Provide details of any other facilities to which the residents have access	community access of the surrounding areas

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>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.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments. <input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. <input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. <input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health checks and health screening Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist. Liaising and working with various health practitioners as required. Ensuring that all medicines brought into the home are managed according to the company policy. Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files. Discussing of health concerns and appointments with appropriate representatives. Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence. All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"> <input type="checkbox"/> Personal care <input type="checkbox"/> Meal preparation <input type="checkbox"/> Medication administration <input type="checkbox"/> Domestic skills <input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Be Safe We aim to keep all individuals safe by</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home <input type="checkbox"/> All staff are trained in safeguarding and understand the process to raise concerns <input type="checkbox"/> All individuals are supported by their funded and agreed staffing level <input type="checkbox"/> All identified risks are recorded, and appropriate management strategies implemented <input type="checkbox"/> Working within legislation to ensure the home is safe and well maintained <input type="checkbox"/> Working within the PBS model to support individuals to manage their anxieties <input type="checkbox"/> We have robust safeguarding, whistleblowing and complaints procedures <input type="checkbox"/> The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions <input type="checkbox"/> Ensuring the homes comply with health and safety regulations and best practices <p>Have control over everyday life and where relevant participation in work</p> <p>We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff. <input type="checkbox"/> Participating in reviews and meetings about their progress, where possible. <input type="checkbox"/> Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns. <input type="checkbox"/> Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	26
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
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.	none at this point
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Typical shift patterns
4 days one week, 3 days the next on 12.5hr shifts
monday, tuesday and a saturday and sunday one week
then a wednesday, thursday and friday the week after

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

3

No. of staff working towards the required/recommended qualification

0

Other social care workers providing direct care

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

22

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

10

Health & Safety

22

Equality, Diversity & Human Rights

22

Infection, prevention & control

22

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.

none

Contractual Arrangements

No. of permanent staff

22

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)	22
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	Typical shift patterns 4 days one week, 3 days the next on 12.5hr shifts monday, tuesday and a saturday and sunday one week then a wednesday, thursday and friday the week af ter
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	14
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Dan Y Coed House
Telephone Number	01792343139
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

The minimum weekly fee payable during the last financial year?	3503
The maximum weekly fee payable during the last financial year?	8306

Complaints

What was the total number of formal complaints made during the last financial year?	20
Number of active complaints outstanding	0
Number of complaints upheld	19
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Over the past six months, Dan Y Coed has made a continued conscious effort to listen to the voices of the children and young people residing in the home, we have done this through varied mediums which have included key worker sessions, my best day consults, interest check lists and stakeholder questionnaires shared with the young people and people with parental responsibilities. Using the feedback from the questionnaires, this has allowed us to adapt different aspects of our working practices for the better and also shaped our responses. For example it has led us to review activity opportunities with the children and young people

Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	15
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	6
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	They have access to a rear garden that has seating, a sunken trampoline and bucket swing
Provide details of any other facilities to which the residents have access	Same as above

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

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.

<p>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.</p>	<p>The children at Dan Y Coed are helped with completing an interest checklist every three months. This is then utilised to develop activity planners for each child that encompass all the things they have expressed a desire to do or achieve. Through this process, Dan Y Coed has been able to achieve positive outcomes for the children and young people living at Dan Y Coed. Further to this key worker sessions have been started and questionnaires have been given to the children to ensure that their voices are heard and changes can be made should they be required.</p> <p>The home manager of the service addressed/put in place actions in response to answers given.</p> <p>This evidences the importance DYC places on ensuring the voices of the young people in their care is heard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children at Dan Y Coed are registered with the relevant professional services to maintain their health and wellbeing. Further to this the children are supported by our in-house therapy team who have regular sessions with the children to enhance their daily lives.</p> <p>3 monthly Multi Disciplinary meetings are carried out and family and professionals are invited to these meetings to further enhance the MDT process.</p> <p>At Dan Y Coed, our approach to supporting individuals is based on the Positive Behaviour Support Model. Our goal is to enhance the quality of life for these individuals by equipping them with the skills they need to function independently and to reduce their reliance on staff enhancing their wellbeing.</p> <p>The young people are supported to attend medical appointments, such as Optician, dentist, GP etc. There are times, when the young people find it difficult to attend community appointments. In this instance, we have helped to facilitate this to be completed onsite.</p> <p>The home has also ensured statutory annual LAC medical assessments are completed for the young people in our care.</p> <p>At Dan Y Coed we strive to offer an environment that provides the correct guidance and provision around healthy eating and weight management. The young people are weight monitored where possible, where there are concerns regarding a young person's weight, we work closely with professionals and continue to monitor the young person's weight and diet through portion control and health options.</p> <p>We continue to build on our healthy eating and living offering at Dan Y Coed alongside the changes we previously made to healthy snacks, increasing fruit and changing to 50/50 bread we have also completed a full review of our menu which now includes Dan Y Coed eats on some of our meals, this has the Dan Y Coed eats logo where by these meals contain at least 3 of your 5 a day.</p>

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

At Dan Y Coed, we take our responsibility to safeguard children and young people in our care seriously. We believe in encouraging every child and young person to take positive risks, which promote growth, learning, and development in various aspects of their lives. It is the responsibility of everyone who comes into contact with a child to protect them and ensure the best outcomes possible. Once a child has been properly safeguarded, they can progress without hindrance. Our aim is to prevent risks as much as possible while ensuring that each child's rights are protected through a balanced approach.

We ensure that :-

- 1) The Responsible Individual, Head of Care, Assistant Head of Care and Service Support Manager have completed designated safeguarding lead training.
- 2) We Practice safer recruitment processes to check the suitability of staff
- 3) We operate in an open, honest, and transparent way which promotes and encourages the children, young people and staff to raise concerns
- 4) We ensure we report all concerns via the correct channels within the agreed timeframes
- 5) All our staff have access to an on-call service should they need to raise a concerns out of office hour.
- 6) All our staff also have access to SAFECALL this is a number where staff can call members of the board to discuss any concerns if they do not feel like they can raise them internally.
- 7) Staff members complete Safeguarding training during induction so they are able to identify any form of abuse and the reporting procedures.

Observation and monitoring are carried out by the organisation's quality team, the Responsible individual and Regional manager, alongside the homes management team. This is to further ensure that there is an extra layer of protection for the young people to safeguard and protect them from abuse or neglect.

The home is also subjected to contract monitoring visit by the placing local authorities and host local authority who ensures that we are providing the care and support as stated within individual care plans, one of which is to keep individuals safe.

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

Dan Y Coed has made significant improvements and renovations to its environment, with a focus on creating a be-spoke environment to meet the needs of the children. For example, we have created be-spoke care for young people in our care to meet their identified accommodation needs. Following which we have seen significant reduction in behaviour that challenge, increase in communication with staff and increased school attendance.

The renovation of the home has made it feel more homely and welcoming, with pictures of the children on the walls and toys and games available for their use.

In the questionnaire sent to the young people, we asked the following questions below,

"Do you like your living at Dan Y Coed?"

8 young people completed this questionnaire

- 7 (88%) young people said they liked living at Dan Y Coed.

- 1 (12%) young person said he didn't like living at the service.

"Do you like the activities you do at Dan Y Coed?"

8 young people completed this questionnaire

- 7 (88%) young people said they liked living at Dan Y Coed.

- 1 (12%) young person said he didn't like living at the service.

"Do you like the staff that you work with at Dan Y Coed?"

8 young people completed this questionnaire

- 7 (88%) young people said they liked living at Dan Y Coed.

- 1 (12%) young person said he didn't like living at the service.

The same young person answered "No" to all of the questions.

We have had positive feedbacks from placing local authorities and families regarding the service, and the environment. One of the families praised the home on how they had try make sure a young person's bedrooms was personalised to replicate what he had at home to help reduce his anxiety when he moved into the service. The hope was for the young person to have some familiarity in this difficult time. The family was impressed that this was considered at transition meetings with family been asked to lead on this.

We also carried out a staff survey and asked the question below,

"Do you think the young people have a good quality of life at DYC?"

- 25 members of staff completed the survey.

- 24 (96%) said Yes.

- 1 (4%) said No.

To ensure that personal outcomes are tracked, the home's Personal Plans has been revised with new sections added. We will be seeking the children's views through "My Voice Meetings"

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	43
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12.5hrs shift (8:00- 20:30) Average of 2 members of staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3
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	45
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	31
Health & Safety	45
Equality, Diversity & Human Rights	45
Infection, prevention & control	5045
Manual Handling	45
Safeguarding	45
Medicine management	45
Dementia	0
Positive Behaviour Management	45
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	45
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	26
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	1

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>7.5hrs shift (8:00-15:30) or (15:30-8:30) 12.5 hrs shift. (8:00-20:35) Average of 13 staff Night- 12.5hrs shift (20:00-8:30) 8 staff on shift</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>4</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>18</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>1</p>
<p>Health & Safety</p>	<p>1</p>
<p>Equality, Diversity & Human Rights</p>	<p>1</p>
<p>Infection, prevention & control</p>	<p>1</p>
<p>Manual Handling</p>	<p>1</p>
<p>Safeguarding</p>	<p>2</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>2</p>
<p>Food Hygiene</p>	<p>0</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	1
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	Summergeil House
Telephone Number	01544231822
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?	13
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Fees Charged

The minimum weekly fee payable during the last financial year?	2908
The maximum weekly fee payable during the last financial year?	6395

Complaints

What was the total number of formal complaints made during the last financial year?	13
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	11
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We hold monthly house meetings with the young people Carry out bi-annual surveys Questionnaires are shared with the young people and stakeholders. The questionnaires gives the stakeholders the opportunity to feedback on any concerns, or give compliments with regards to the care. Complaints procedure are included within the young people's children's guide so they understand how to complaint and who to make complaints to.

Service Environment

How many bedrooms at the service are single rooms?	18
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Summerril is surrounded by 18 acres of beautiful scenery hosting a football pitch, areas for bushcraft, outdoor stool, assault course, park, poly tunnel, chicken coop, large fields, a lake, stone beach, and a river which runs through the site.
Provide details of any other facilities to which the residents have access	Several sensory rooms gives the young people we support the ability to access spaces tailored to their individual needs to support them to self-regulate, provide them with stimulation and allow them a safe place to withdraw if they wish to. The site hosts a hydro pool, we also have a large school building and gym, this is often used to hold events for the young people such as fun days, yoga, and birthday parties.

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>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.</p>	<p>Summerril House works towards person-centred practices, and mechanisms are in place to support young people to have their voices heard about the care and support they receive. The home works collaboratively with the children and all stakeholders to ascertain the children's input and overcome barriers. The home hosts monthly house meetings for individuals to feed back on their care and support. Questionnaires are developed specifically by an SLT to ensure children with varying communication skills and abilities can engage.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All children who reside at Summerril House are registered with a GP, dentist, optician, and chiropodist where required. The staff works collaboratively with health professionals to coordinate in-house and surgery appointments. Information from all appointments is recorded in the young people health files which also include ongoing health needs and details of future appointments. Children in Summerril House are weighed weekly and if there are any concerns regarding their weight then staff liaise with a GP or dietician where relevant. Where individuals have difficulty engaging with health care processes, our clinical team develops desensitisation programs to familiarise them before appointments. There is an onsite clinical team at Summerril House that supports the staff team to implement their findings that inform the PBS plans. Summerril House's home manager signs off every recorded incident and identifies any themes or trends this then informs the quarterly MDT meetings.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service at Summerville House has remained stable despite struggles with staff recruitment. The home has retained the same onsite management team during the last financial year. The service has prioritized transparency and has shared all concerns with relevant parties. The home has worked closely with the local authority and safeguarding teams throughout any concerns that have been raised.</p> <p>Additionally, the home has partnered with a quality team that is separately working with operations. The team visits the home multiple times a week to focus on areas of concern, such as medication practices. An independent review of practice has been completed, which highlighted actions required to improve the service. The team is visiting the action plan weekly and verifying the completion of any actions to ensure sustained progress.</p> <p>Furthermore, the quality team has been allocated all internal investigations authorized by the safeguarding team, ensuring impartiality to outcomes. The service also receives Regulation 73 visits from the responsible individual, and subsequent action plans are developed. Safer recruitment processes are in place for all new staff. All staff members have a training plan covering relevant training to support the children at Summerville House and receive regular supervision, where raising concerns and safeguarding procedures are standing agenda items.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home has undergone a full refurbishment plan, with a view to reducing the occupied homes to two with the third home becoming part of the school infrastructure. Each of the houses has had a lounge area upgraded to create a comfortable and relaxing environment with multiple different areas for sensory input. The young people's bedrooms have been further personalised with soft furnishings of their choosing. New blinds have been professionally measured and ordered for the homes to promote a more homely feel, we are in the process of investing in items for the homes gardens ready for young people to enjoy more of the outside spaces that we have during the summer months in line with our drive to promote the young people engaging in regular exercise and more activities of their choosing.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>28</p>

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

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

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

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

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

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

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

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
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.	
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12.5 hour shift 08:00am -20:30pm Average working on shift 2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	23
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	20
Health & Safety	23
Equality, Diversity & Human Rights	23
Infection, prevention & control	23
Manual Handling	23
Safeguarding	23
Medicine management	19
Dementia	0
Positive Behaviour Management	23
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	19
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12.5 hour shift 08:00am - 08:30pm or 20:00pm - 08:30am for night work Average staff 10
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9

No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	3
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)	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	0
No. of staff working toward required/recommended qualification	0
Catering staff	

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

Service Profile

Service Details

Name of Service	The Old Vicarage
Telephone Number	01633681192
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	3594.45
The maximum weekly fee payable during the last financial year?	9269.79

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	house meetings, quality 6 monthly questionnaires, reg 73 visits, keyworker meetings

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	multiple garden areas with swings and recreational activities
Provide details of any other facilities to which the residents have access	community activities in the surrounding areas

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

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.

Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.

We achieve this by:

- Developing Individual personal plans which we call positive behaviour support plans and risk assessments.
- Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.
- Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.
- Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

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.

Supporting individual's attendance at regular health checks and health screening
Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.

Liaising and working with various health practitioners as required.

Ensuring that all medicines brought into the home are managed according to the company policy.

Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.

Discussing of health concerns and appointments with appropriate representatives.

Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration

Be involved in activities, hobbies or individual interests

We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.

All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.

Access education, learning and development opportunities

Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including

- Personal care
- Meal preparation
- Medication administration
- Domestic skills
- Gardening

Have control over everyday life and where relevant participation in work

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

Be Safe

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	29
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSH
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	3
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
Contractual Arrangements	
No. of permanent staff	2
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)	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.	Typical shift patterns 4 days one week, 3 days the next on 12.5hr shifts monday, tuesday and a saturday and sunday one week then a wednesday, thursday and friday the week after

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	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate 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	28
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	19
Health & Safety	28
Equality, Diversity & Human Rights	28
Infection, prevention & control	28
Manual Handling	28
Safeguarding	28
Medicine management	28
Dementia	0
Positive Behaviour Management	28
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	mental health first aid
Contractual Arrangements	
No. of permanent staff	28
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)	20
No. of part-time staff (17-34 hours per week)	8
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.	Typical shift patterns 4 days one week, 3 days the next on 12.5hr shifts monday, tuesday and a saturday and sunday one week then a wednesday, thursday and friday the week af ter
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	23
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 Bronllys
Telephone Number	01874 712353
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?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	3371
The maximum weekly fee payable during the last financial year?	6893

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We hold monthly house meetings with the young people</p> <p>Carry out bi-annual surveys</p> <p>Questionnaires are shared with the young people and stakeholders. The questionnaires gives the stakeholders the opportunity to feedback on any concerns, or give compliments with regards to the care.</p> <p>Complaints procedure are included within the young people's children's guide so they understand how to complaint and who to make complaints to.</p>

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have 3 arches of land around our home that the young people have access to. It includes a large garden in both the home and school and a yard area.
Provide details of any other facilities to which the residents have access	Activity room, sensory room, dining area, barn. Outdoor equipment's in the garden

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

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.

<p>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.</p>	<p>We have outcome files that promote the young people to have a choice. We provide questionnaires in communicate and print to help them understand the question we are asking. Some of the choices they make include: what activity would you like to complete in half term? what colour would you like your bedroom? what takeaway would you like for takeaway night and so on. We also complete house meetings alongside interest checklists and young persons survey to get an idea of how they feel and what they enjoy at the service. We have recently started activity feedback forms to ensure they activity they have completed they enjoy and would like to do again.</p> <p>Feedback and compliments from parents has been very positive with regards to the care and support of their loved ones. We transitioned out some of our young people that have been in the service for a number of years, due to becoming an adult, it was a sad moment for us to say goodbye but we had some lovely compliments from the parents which was a good boost for moral.</p> <p>The home received thank you cards with lovely compliments stating how grateful they were with the support provided to them "grate full lots of love"</p> <p>During a recent contract monitoring it was documented that the service was person centred, child friendly with a welcoming homely feel. It has been decorated to a high standard throughout with lots of visual and sensory stimulus. Young people's bedrooms are decorated in a way that suits their individual needs and according to their personal preference; which is evidenced through consultation with young people.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All of our young people are registered with the local GP, dentist and opticians. In Ty Bronllys we promote healthy eating and exercise on a daily basis. We have a varied menu including a vegetarian option and healthy options such as soups salads and baguettes, this is on display in the dining area so the young people can see the options.</p> <p>We have fruit on display each day and the young people have freedom to choose what they like. We have full activity planners that include exercise such as walking, swimming and biking. We always provide healthy snacks throughout the day for the young people to enjoy.</p> <p>We keep track of their height and weight by keeping a health tracker, this is monitored by us and also the LAC nurse when she visits the young people.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We complete questionnaires with the young people to ensure they are able to feedback if they feel safe at Ty Bronllys. We have a children's guide so the young people understand who they can talk to, if they need to raise concerns. We also have signs and pictures around the home of who the safeguarding leads are if they needed to report anything.</p> <p>We hold regular meetings with the team to discuss safeguarding process and procedures and also discuss this during supervision. We complete debriefs with the young people after any significant events to ensure they are ok and feel safe.</p> <p>We ensure that :-</p> <ol style="list-style-type: none"> 1)The Responsible Individual, Home Manager and Deputy Manager, have all completed designated safeguarding lead training. 2)We Practice safer recruitment processes to check the suitability of staff 3)We operate in an open, honest, and transparent way which promotes and encourages the children, young people and staff to raise concerns 4)We ensure we report all concerns via the correct channels within the agreed timeframes 5)All our staff have access to an on-call service should they need to raise a concerns out of office hour. 6)All our staff also have access to SAFECALL this is a number where staff can call members of the board to discuss any concerns if they do not feel like they can raise them internally. 7) Staff members complete Safeguarding training during induction so they are able to identify any form of abuse and the reporting procedures.

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

We have made significant improvement on the environment in the house, it now has a homely feel which is comforting for the young people. We added in a sensory room and an activity room which is just off the main lounge, this gives the young people options and able to have time by themselves if they need it. We included the young people in the decisions asking them what they would like in the sensory room and in the home all this is evident in their outcomes files. We also made sensory tuff trays around the home for the young people to use throughout the day.

Feedback highlighted above from a visiting compliance officer from a local authority also evidences that the accommodation provided to the young people in our care best supports their wellbeing.

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) 27

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

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

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

Dementia	01
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	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	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
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
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)	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 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.	12.5hrs 8am until 8.30pm. Average number of staff working each shift-2
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
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	27
No. of posts vacant	12

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	39
Health & Safety	27
Equality, Diversity & Human Rights	27
Infection, prevention & control	27
Manual Handling	27
Safeguarding	27
Medicine management	27
Dementia	0
Positive Behaviour Management	27
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	19
No. of part-time staff (17-34 hours per week)	8
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.	12.5hrs 8am until 8.30pm. Average number of staff on shift 13 12.5hrs 8am until 8.30pm. Average number of staff on shift 5
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	10

Domestic staff

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

Filled and vacant posts

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

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

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

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

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

Other types of staff

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

Service Details

Name of Service	Ty Carreg
Telephone Number	01446500308
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	none
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

The minimum weekly fee payable during the last financial year?	3594.45
The maximum weekly fee payable during the last financial year?	9269.79

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	house meetings, quality 6 monthly questionnaires, reg 73 visits, keyworker meetings

Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	4
How many dining rooms at the service?	9
Provide details of any outside space to which the residents have access	multiple gardens, a short walk to the beach, and internal courtyard area
Provide details of any other facilities to which the residents have access	community access to the surrounding areas

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

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.

<p>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.</p>	<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"><input type="checkbox"/> Developing Individual personal plans which we call positive behaviour support plans and risk assessments.<input type="checkbox"/> Everyone will have a named key worker who will be supported to coordinate the care and support with the individual.<input type="checkbox"/> Providing a minimum of 1:1 staff support for each individual; higher levels if this is required and agreed.<input type="checkbox"/> Each individual and their stakeholders being involved in developing their personal plan (PBS plan)
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Supporting individual's attendance at regular health checks and health screening</p> <p>Supporting individuals to register with local medical, dental and opticians' practice, and other services where required i.e chiropodist.</p> <p>Liaising and working with various health practitioners as required.</p> <p>Ensuring that all medicines brought into the home are managed according to the company policy.</p> <p>Maintaining accurate up to date records of the individual's healthcare needs identified within individual's case files.</p> <p>Discussing of health concerns and appointments with appropriate representatives.</p> <p>Ensuring a sufficient amount of staff receive training and updates regarding all aspects of medication handling and administration</p> <p>Be involved in activities, hobbies or individual interests</p> <p>We will support people to maintain preferred activities but also support people to explore new opportunities in their local and wider community. Activities will be meaningful and aim to optimise independence.</p> <p>All individuals will be supported to develop an activity planner to enable them to have a plan based on their wishes, views and preferences in relation to activities.</p> <p>Access education, learning and development opportunities</p> <p>Individuals will be supported to utilise the skills that they have, but also have opportunities to develop new skills within their home and in their community. the individuals in the home will be supported to be actively involved in all aspects of their care including</p> <ul style="list-style-type: none"><input type="checkbox"/> Personal care<input type="checkbox"/> Meal preparation<input type="checkbox"/> Medication administration<input type="checkbox"/> Domestic skills<input type="checkbox"/> Gardening <p>Have control over everyday life and where relevant participation in work</p>

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

Be Safe

We aim to keep all individuals safe by

- Ensuring all staff working at the home are appropriately recruited and vetted prior to working in the home
- All staff are trained in safeguarding and understand the process to raise concerns
- All individuals are supported by their funded and agreed staffing level
- All identified risks are recorded, and appropriate management strategies implemented
- Working within legislation to ensure the home is safe and well maintained
- Working within the PBS model to support individuals to manage their anxieties
- We have robust safeguarding, whistleblowing and complaints procedures
- The home will make DoLs (Deprivation of Liberty Safeguards) applications for all individuals over the age of 18 who are subject to any restrictions
- Ensuring the homes comply with health and safety regulations and best practices

Have control over everyday life and where relevant participation in work

We are committed to ensuring that all individuals are supported to contribute to the running and development of their home and to ensure that they have a voice, choice, and control. This is achieved using their preferred communication systems supported by their key worker and other members of the support team, in the following ways:

- Making a complaint or comment about the service, either directly or via their parent, advocate, social worker or member of staff.
- Participating in reviews and meetings about their progress, where possible.
- Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.
- Being provided opportunity to be involved in aspects of their support and healthcare

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

Prior to any admission a detailed assessment will be completed. The purpose of this is:

- Identify individual support needs
- Identify individual accommodation needs
- Identify if individual needs can be met by the home
- To consider compatibility with other individuals
- Identify staff support levels
- Identify risks and develop management strategies
- Gather information from key individuals and agencies involved in the Individuals life
- Identify any religious/cultural preferences and how these needs can be met

If agreed that the individual could be supported, having considered all the factors in the assessment process an offer will be made to the placing authority. If accepted, a transition plan will be agreed with all parties. This will be guided by the individual's needs and preferences.

Prior to moving into the home, a plan will be developed to support the move, this will be specific to the individual and their needs and may involve:

- Planned visits to the home
- Social events with the other individuals in the home
- Social stories about the move into the home
- Meals at home
- Activities
- Overnight stays

When an individual move into the home, where appropriate, they will receive a 'Guide to the home'. This document will act as part of their introduction to their new 'placement'. A plan of how they will be supported based on information gathered during the pre-admission assessment information will be available to enable staff to provide support. This plan will be developed and reviewed as the placement progresses.

Within 7 days of moving to the home a Provider assessment will be completed, this will be facilitated in the form of a placement planning meeting and carried out by the Manager and will include Key Worker, Regional Manager and where appropriate the individual themselves. At this meeting it will be discussed and decided whether the service can continue to meet the needs of the individual. Once this has been agreed the placement will continue and within 3 months the care and support plans will be finalised. Care and support plans will be discussed & reviewed every 3 months in consultation where possible with the individual, key workers, family members, social workers and any other relevant professional. This will ensure that the individuals plans remain current, appropriate and relevant to their present and future needs. Changes to each plan will be recorded and relevant outcomes will be agreed / monitored. There will be quarterly MDT's to review placement

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)	58
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
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.	iosh
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	40
No. of posts vacant	15
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	16
Health & Safety	49
Equality, Diversity & Human Rights	49
Infection, prevention & control	49
Manual Handling	49
Safeguarding	49
Medicine management	49
Dementia	0
Positive Behaviour Management	49
Food Hygiene	49
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
Contractual Arrangements	
No. of permanent staff	49
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	40
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns 4 days one week, 3 days the next on 12.5hr shifts monday, tuesday and a saturday and sunday one week then a wednesday, thursday and friday the week af ter
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	15
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 Coryton
Telephone Number	02920 544290
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?	17
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Fees Charged

The minimum weekly fee payable during the last financial year?	3655
The maximum weekly fee payable during the last financial year?	9251

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Monthly House meetings are held with the young people Bi annual surveys are completed with all of the stakeholders including the young people Daily choices offered Ensuring each young person is able to personalise their bedroom and be involved in their flat décor.

Service Environment

How many bedrooms at the service are single rooms?	20
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?	6
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	<ul style="list-style-type: none"> • Large outdoor garden • Woodland area • Sensory garden
Provide details of any other facilities to which the residents have access	<ul style="list-style-type: none"> • Library • Indoor gym • Outdoor gym / play equipment • Sensory rooms

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>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.</p>	<p>Ty Coryton works towards person-centred practices, and mechanisms are in place to support young people to have their voices heard about the care and support they receive.</p> <p>The home works collaboratively with the children and all stakeholders to ascertain the children's input and overcome barriers.</p> <p>The home hosts monthly house meetings for individuals to feed back on their care and support. Questionnaires are developed specifically by an SLT to ensure children with varying communication skills and abilities can engage.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All children in Ty Coryton are registered with a GP, dentist, optician, and chiroprapist where required. The staff works collaboratively with health professionals to coordinate in-house and surgery appointments. Information from all appointments is recorded in the young people's Health Action Plans which also include ongoing health needs and details of future appointments. Children in Ty Coryton are weighed monthly and if there are any concerns regarding their weight then staff liaise with a GP or dietician where relevant. Where individuals have difficulty engaging with health care processes, our clinical team develops desensitisation programs to familiarise them before appointments. There is an onsite clinical team at Ty Corytin that supports the staff team to implement their findings that inform the PBS plans. Ty Coryton home manager signs off every recorded incident and identifies any themes or trends this then informs the quarterly MDT meetings.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service was in a period of instability following changes in leadership and management, re-entry into concerns process and current circumstances. The service has aimed to maintain complete transparency and share all concerns with the relevant party, complete lessons learnt, and implement changes in practice. The home has worked closely with the local authority and safeguarding teams throughout these processes. The home is also working in partnership with our quality team, who are working separately with operations. The home is receiving multiple visits weekly from members of the Quality team who are focusing on areas of concern, like medication practices. They have completed an independent review of practice highlighting actions required to improve the service. They are visiting the action plan weekly and verify the completion of any actions, ensuring that progress is sustained. The quality team has also been allocated all internal investigations authorised by the safeguarding team, ensuring impartiality to outcomes. The service also receives Regulation 73 visits from the responsible individual and action plans developed subsequently. All new staff go through safer recruitment processes and the current usage of the agency is down to 1% of the overall care hours required. All staff has a training plan which covers relevant training to support the children at Ty Coryton and also receives regular supervision where raising concerns and safeguarding procedures is a standing agenda item.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home is undergoing a full refurbishment plan, with a view to reducing the occupied floors to two and transforming the ground floor into a staffing area and recreational area for the children and young people. The refurbishment is going floor by floor, flat by flat, working around the needs of the children living there. This has meant that refurbishment progress is slow, but each floor is having a full program of work to ensure safer and more homely living environments. New gym and garden equipment has also been installed which the children use daily</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>72</p>

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

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

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

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	0

Other supervisory staff

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12.5 hour shift 8am -830pm. Average of 5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	63
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	32
Health & Safety	60
Equality, Diversity & Human Rights	51
Infection, prevention & control	60
Manual Handling	60
Safeguarding	60
Medicine management	44
Dementia	0
Positive Behaviour Management	62
Food Hygiene	60
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	63
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	47
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	3

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>12.5 hour shift 8am -830pm or 28pm-830am for night work. Average working on each shift- 46.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>31</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>26</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>2</p>
<p>Health & Safety</p>	<p>2</p>
<p>Equality, Diversity & Human Rights</p>	<p>2</p>
<p>Infection, prevention & control</p>	<p>2</p>
<p>Manual Handling</p>	<p>2</p>
<p>Safeguarding</p>	<p>2</p>
<p>Medicine management</p>	<p>2</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>2</p>
<p>Food Hygiene</p>	<p>2</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>2</p>

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	1
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?	No

Service Profile

Service Details

Name of Service	Ty Galan
Telephone Number	01443682381
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	4924
The maximum weekly fee payable during the last financial year?	5668

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?	Both young people have the opportunity to have regular 'my voice meeting' these are meetings that take place in the relevant communication format which is used to gather feedback, give information and explore different topics.

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?	2
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Back garden on two levels
Provide details of any other facilities to which the residents have access	None in the garden

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The young people have the opportunity to have regular 'my voice meeting' these are meetings that take place in the relevant communication format which is used to gather feedback, give information and explore different topics ensuring there is a person centred approach .

Examples of suggestions made by young people is going on a 'mini break'. As a result, this was brought forward to the team meeting in which staff volunteered and plans were made. Following the suggestion young people have gone on short break holidays

They are also asked to complete questionnaires to give feedback twice yearly to help improve their homes. The feedback forms are created in a format accessible to them and encouraged to participate in giving feedback.

One of the questions on the questionnaires ask young people if they like where they live and are happy with the staff?

Young people confirmed that they liked where they lived and also enjoyed lots of fun activities that are offered by the service.

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 GP, dentist and optician. There is input from Orbis' clinical team monthly and when needed. Where applicable young people see specific health representative such as epilepsy nurse and CAHMS. Their Health action plans are kept up to date, including monthly height and weights, any concerns are discussed appropriately. Young people are supported to attend events of interest such as Comic Con and attend local youth clubs such as Voices From Care Cymru.

3 monthly Multi Disciplinary meeting's are carried out and family and professionals are invited to these meetings to further enhance the MDT process. The home also ensures statutory annual LAC medical assessment are completed for the young people in their care.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff go through Safer recruitment, All staff have DBS checks, and regular supervision. Supervision focuses on important aspects of the staff's role. There is a training matrix that staff and managers can access to manage training. There is quality assurance audits from different departments including Reg 73 audits from the RI and quality audits from the quality team and there was a CIW inspection in September 2022.</p> <p>All our staff have access to an on-call service should they need to raise a concern out of office hour.</p> <p>All our staff also have access to SAFECALL this is a number where staff can call members of the board to discuss any concerns if they do not feel like they can raise them internally.</p> <p>All staff members complete Safeguarding training during induction so they are able to identify any form of abuse and aware of the reporting procedures.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The young people at Ty Galan are continually encouraged and prompted to develop their ongoing potential. Through MDT's, C LA reviews, my voice meetings, team meetings and key worker supervisions, we continually monitor and review the progress of the young people's individual goals to ensure that they are relevant, achievable, and up to date.</p> <p>Ty Galan is a well decorated home with emphasis on the needs of the young people. Young people are able to personalise their rooms and are involved through the house meetings to make suggestions on how they would like the environment to look like. Repairs are carried out quickly by our maintenance team to continue to ensure a home like environment.</p> <p>Feedback from parents have also been very positive.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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.	12.5 hour shifts (07:00-19:30) - 2 members of staff 12.5 hours shift (19:00- 07:30) waking nights- 2 members of staff
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	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.	<p>12.5 hour shifts (07:00-19:30) - 2 members of staff</p> <p>12.5 hours shift (19:00- 07:30) waking nights- 2 members of staff</p>

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	7

Domestic staff

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

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

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