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:	Partnership of Care Ltd
The provider was registered on:	01/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

	The regulated services delivered by this provider were:		

Parkside Residential Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2023
Responsible Individual(s)	Janine Darling
Manager(s)	
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Partnership of Care Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Responsible Individual(s)	Janine Darling
Manager(s)	Beverley O'Rourke, Liza Bond, Hannah Doherty, Rhian Griffiths
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Kellis	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Janine Darling
Manager(s)	Liza Bond
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

The Byre	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	03/10/2018
Responsible Individual(s)	Janine Darling
Manager(s)	Charlotte Coe
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have daily training sessions, by a external training provider and internal. This runs every week of the year , bar Christmas week and BH. We collate all information on a spreadsheet and update as and when the individual has trained, for accuracy. We plan to refresh all current staff in a year, and also all new staff have a full two weeks of training prior to their first shadow shifts We identify new training needs from the needs of the people we support.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	we advertise on Indeed and we also get people applying from word of mouth and recommendations. WE assume we retain staff by being a accommodating employer. We try our best to accommodate staffs needs and wants for times of shifts etc.

Service Profile

Service Details

Name of Service	Kellis

Telephone Number	01443 821164
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other language used

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1300
The maximum weekly fee payable during the last financial year?	1300

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?	Questionnaires for family on their behalf as they don't have capacity

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?	1
Provide details of any outside space to which the residents have access	A large patio area and upper ledge garden with a new sensory area
Provide details of any other facilities to which the residents have access	no other facilities at the house

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The people we support have choices every day about their daily living: food, where to go etc. we listen to them, even when they are non verbal and respond accordingly. WE offer opportunities according to there personal outcomes set and staff work to the goals we have identified. as a support provider and the owner off the company that owned the actual supported living homes, if we were advised by a tenant that they no longer wanted POC support, we would have no issue with them asking for a new support provider. We are offer many opportunities to people and strive to offer new ones regularly based on their likes and dislikes and want to get involved in. We are not averse to risk and we are a firm believer in people learning from taking risks
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.	All the people we support are happy and we ensure we monitor this by completing behaviour charts and report to the MDT. we also create monthly reports to monitor and reflect upon. We are constantly ensuring best proactive and monitoring development and we do use personal outcomes matched to the national personal outcomes. Wellbeing is captured in active support and health checks and we meet regular too report any concerns with the relevant people as a provider we aim to increase personal development ands skills and use the active support model to ensure that people do develop. we us the information to publish in monthly reports
The extent to which people feel safe and protected from abuse and neglect.	Staff are trained and are able to recognise what is abuse. Staff are aware of the whistle blowing policy and are able to report staff who have acted inappropriately. Staff are trained in each persons needs and can apply the training to offering the care and support and this ensures the correct care and support is offered. The managers create a comprehensive file about the individuals we support and then staff can read and follow the support plans efficiently to ensure good practice Managers also conduct spot checks on the staff and work in the houses frequently to over see the care and support we are aware through the relationship we have with the individua's when they don't feel safe sue t anxiety associated with their autism. we react quickly to put plans inn place to ease the anxiety.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	AS a organisation we create personal outcomes for each individual matched to the national outcomes. we create goals to work to if we have not met the personal outcomes and staff and the individual and the family work to achieve the outcomes
	the accommodations that is sought for the individual are based on a need assessment and a initial assessment and we have a MDT to reflect that the accommodation is a suitable match./
	if the individual has capacity and able to say that they like and want to live somewhere or not, then that too is taken into consideration
	if it is shared house, then the individuals that will live there have to be compatible with each other to ensure that they can live comfortably with each other .

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

Number of posts and staff turnover

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

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

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

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

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	1

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	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.	supervsion

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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.	supervisor

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 hour shifts and 7.5 hours

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?	No

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	Parkside Residential Home

Telephone Number	01443819085
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh if requested

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2000
The maximum weekly fee payable during the last financial year?	2000

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?	Stakeholder surveys parents evenings house meetings were appropriate 1:1 sessions

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	one person has his own garden there is large COMMUINCAL GARDEN
Provide details of any other facilities to which the residents have access	COMMUINAL ROOM FOR ACTIVITIES

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)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	signalong

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 people we support have choices every day about their daily living: food, where to go etc. we listen to them, even when they are nonverbal and respond accordingly. WE offer opportunities according to their personal outcomes set and staff work to the goals we have identified. As a support provider and the owner off the company that owns the actual supported living homes, if we were advised by a tenant that they no longer wanted POC support, we would have no issue with them asking for a new support provider. We are offer many opportunities to people and strive to offer new ones regularly based on their likes and dislikes and want to get involved in. We are not averse to risk, and we are a firm believer in people learning from taking risks.
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.	All the people we support are happy and we ensure we monitor this by completing behaviour charts and report to the MDT. we also create monthly reports to monitor and reflect upon. We are constantly ensuring best proactive and monitoring development and we do use personal outcomes matched to the national personal outcomes. Wellbeing is captured in active support and health checks, and we meet regular to report any concerns with the relevant people. As a provider we aim to increase personal development and skills and use the active support model to ensure that people do develop. We us the information to publish in monthly reports. Staff are trained and can recognise what is abuse. Staff are aware of the whistle blowing policy and can report staff who have acted inappropriately.
The extent to which people feel safe and protected from abuse and neglect.	Staff are trained in each person's needs and can apply the training to offering the care and support and this ensures the correct care and support is offered. The managers create a comprehensive file about the individuals we support and then staff can read and follow the support plans efficiently to ensure good practice. Managers also conduct spot checks on the staff and work in the houses frequently to oversee the care and support. We are aware through the relationship we have with the individua's when they don't feel safe sue t anxiety associated with their autism. we react quickly to put plans in place to ease the anxiety.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	AS a organisation we create personal outcomes for each individual matched to the national outcomes. we create goals to work to if we have not met the personal outcomes and staff and the individual and the family work to achieve the outcomes.
	the accommodations that is sought for the individual are based on a need assessment and an initial assessment and we have a MDT to reflect that the accommodation is a suitable match.
	if the individual has capacity and able to say that they like and want to live somewhere or not, then that too is taken into consideration.
	if it is shared house, then the individuals that will live there have to be compatible with each other to ensure that they can live comfortably with each other.

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)	18

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	supervision and appraisal BILD coaches programme

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	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?	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	2

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

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

Induction	2
Health & Safety	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 social care worker	2
No. of staff working towards the required/recommended qualification	0

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	No

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	Partnership of Care Ltd

Telephone Number	01443719935
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh preferred

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	46

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	19.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Stakeholder questionnaires House meetings parents meetings to get involved in plans and futures.

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)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	signalong

Statement of Compliance

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 people we support have choices every day about their daily living: food, where to go etc. we listen to them, even when they are nonverbal and respond accordingly. WE offer opportunities according to their personal outcomes set and staff work to the goals we have identified. As a support provider and the owner off the company that owns the actual supported living homes, if we were advised by a tenant that they no longer wanted POC support, we would have no issue with them asking for a new support provider. We are offer many opportunities to people and strive to offer new ones regularly based on their likes and dislikes and want to get involved in. We are not averse to risk, and we are a firm believer in people learning from taking risks.
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.	All the people we support are happy and we ensure we monitor this by completing behaviour charts and report to the MDT. we also create monthly reports to monitor and reflect upon. We are constantly ensuring best proactive and monitoring development and we do use personal outcomes matched to the national personal outcomes. Wellbeing is captured in active support and health checks, and we meet regular to report any concerns with the relevant people. As a provider we aim to increase personal development and skills and use the active support model to ensure that people do develop. We us the information to publish in monthly reports. Staff are trained and can recognise what is abuse. Staff are aware of the whistle blowing policy and can report staff who have acted inappropriately.
The extent to which people feel safe and protected from abuse and neglect.	All the people we support are happy and we ensure we monitor this by completing behaviour charts and report to the MDT. we also create monthly reports to monitor and reflect upon. We are constantly ensuring best proactive and monitoring development and we do use personal outcomes matched to the national personal outcomes. Wellbeing is captured in active support and health checks, and we meet regular to report any concerns with the relevant people. As a provider we aim to increase personal development and skills and use the active support model to ensure that people do develop. We us the information to publish in monthly reports. Staff are trained and can recognise what is abuse. Staff are aware of the whistle blowing policy and can report staff who have acted inappropriately.

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

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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Manual Handling	7
Safeguarding	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	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	7
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
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 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	3

Other supervisory staff

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	20
No. of posts vacant	0

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

Induction	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	20
Safeguarding	20
Dementia	20
Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
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	298
No. of posts vacant	15

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	45
Health & Safety	45
Equality, Diversity & Human Rights	45
Manual Handling	45
Safeguarding	45
Dementia	10
Positive Behaviour Management	45
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	catheter care epipen autism

Contractual Arrangements	

No. of permanent staff	298
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)	202
No. of part-time staff (17-34 hours per week)	96
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	298
No. of staff working towards the required/recommended qualification	45

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	The Byre

Telephone Number	01443719969
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh if desired

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4

Fees Charged

The minimum weekly fee payable during the last financial year?	2500
The maximum weekly fee payable during the last financial year?	2800

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?	stakeholder surveys discussions with individuals

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
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 a large garden that is paved and then we have the community farm opposite the house
Provide details of any other facilities to which the residents have access	The community farm Trampoline

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)	Yes
Makaton	No

British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	signalong

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 people we support have choices every day about their daily living: food, where to go etc. we listen to them, even when they are nonverbal and respond accordingly. WE offer opportunities according to their personal outcomes set and staff work to the goals we have identified. As a support provider and the owner off the company that owns the actual supported living homes, if we were advised by a tenant that they no longer wanted POC support, we would have no issue with them asking for a new support provider. We are offer many opportunities to people and strive to offer new ones regularly based on their likes and dislikes and want to get involved in. We are not averse to risk, and we are a firm believer in people learning from taking risks.
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.	All the people we support are happy and we ensure we monitor this by completing behaviour charts and report to the MDT. we also create monthly reports to monitor and reflect upon. We are constantly ensuring best proactive and monitoring development and we do use personal outcomes matched to the national personal outcomes. Wellbeing is captured in active support and health checks, and we meet regular to report any concerns with the relevant people. As a provider we aim to increase personal development and skills and use the active support model to ensure that people do develop. We us the information to publish in monthly reports. Staff are trained and can recognise what is abuse. Staff are aware of the whistle blowing policy and can report staff who have acted inappropriately.
The extent to which people feel safe and protected from abuse and neglect.	Staff are trained in each person's needs and can apply the training to offering the care and support and this ensures the correct care and support is offered. The managers create a comprehensive file about the individuals we support and then staff can read and follow the support plans efficiently to ensure good practice. Managers also conduct spot checks on the staff and work in the houses frequently to oversee the care and support. We are aware through the relationship we have with the individua's when they don't feel safe sue t anxiety associated with their autism. we react quickly to put plans in place to ease the anxiety.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	AS a organisation we create personal outcomes for each individual matched to the national outcomes. we create goals to work to if we have not met the personal outcomes and staff and the individual and the family work to achieve the outcomes. the accommodations that is sought for the individual are based on a need assessment and an initial assessment and we have a MDT to reflect that the accommodation is a suitable match. if the individual has capacity and able to say that they like and want to live somewhere or not, then that too is taken into consideration. if it is shared house, then the individuals that will live there have to be compatible with each other to ensure that they can live comfortably with each other.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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	3
No. of posts vacant	0

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

Induction	3
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.	

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

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 - 10pm sleep

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

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

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

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	1

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

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

Induction	5
Health & Safety	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

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

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

Typical shift patterns in operation for employed staff

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

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