

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: Pembrokeshire County Council Adults and Children's Services

The provider was registered on: 19/09/2018

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Martello House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/09/2022
Responsible Individual(s)	Susan Thomson
Manager(s)	
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Hillside Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2018
Responsible Individual(s)	Susan Thomson
Manager(s)	
Maximum number of places	22
Service Conditions	There are no conditions associated to this service

Havenhurst Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	12/11/2018
Responsible Individual(s)	Susan Thomson
Manager(s)	Gill Stewart
Maximum number of places	22
Service Conditions	There are no conditions associated to this service

Mford House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2018
Responsible Individual(s)	Susan Thomson
Manager(s)	Jacqueline Goodwin
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Holly House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/09/2018
Responsible Individual(s)	Darren Mutter
Manager(s)	Nathan Gover
Maximum number of places	1
Service Conditions	There are no conditions associated to this service
Pembrokeshire County Council Domiciliary Support Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/12/2018
Responsible Individual(s)	Susan Thomson
Manager(s)	Amy Simes
Partnership Area	West Wales
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	As a local authority we have a training department that works with us to identify all our training needs and to find the appropriate training we require. The training manager meets with the managers of all our services and the RI to discuss and plan the training needs each year or as and when necessary. In supervision with staff we identify their individual training needs and ensure these needs are met.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	To recruit staff we use a number of different approaches:- Facebook, We Care Wales, Leaflet drops, Local papers, PCC intranet, Indeed, Job Fairs. To retain staff we offer good rates of pay, planned rota's and good shift patterns, we support them to do their AWIF training and cover the cost of their registration, we give regular supervision where we listen to staff and address issues raised.

Service Profile

Service Details

Name of Service	Havenhurst Home
Telephone Number	01646692118
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?	37
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	776.20

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?	6 monthly Q & A Questionnaires sent to residents, families, staff and visiting professionals; family meetings at family request/ open door policy. Care staff monthly meetings, resident monthly meetings, speaking with individual residents on a daily basis, Reg 73 meetings with RI and Advocates.

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Gardens to side and front of property with sitting areas and summerhouse
Provide details of any other facilities to which the residents have access	None

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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	eye contact, touch, facial expression, body movement, signing, pictures, photographs, sounds, words, sentences & objects. Staff should always communicate with individuals in ways that are meaningful,

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We are dedicated to meeting our resident's needs, we ensure that the resident is involved with the planning of their care/support from the onset, so that it is personal to the resident. We work alongside a multi-disciplinary team and family/friends to ensure the best possible outcome for the resident and enable them to feel supported throughout the course. We regularly refer some of our residents to the Advocacy service, they can attend meetings on their behalf or attend meetings with the resident. This service is used for residents who have capacity or lack capacity. An example of this, we have a resident whose family lives abroad and are unable to attend meetings the advocate could attend on their behalf, we also carry out meetings via TEAMS to enable family members to attend. This approach encourages the resident to be in control of their care/support and speak freely. We are currently altering the care plans at Havenhurst so that they focus on person centred care in more depth.

For permanent and assessment residents, to guarantee that the transition into residential/assessment care runs smoothly, the manager/community support worker meets with the resident/family/friends to gather information prior to admission and to ensure their needs can be met and the services we provide explained, how can we support them to live a healthy for filling life encouraging their wellbeing.

All residents are encouraged to be as independent as is possible and make their own decisions at all times.

Across all questionnaire responses relating to this section, 84% rated us as good or excellent. We provide person centred care to every resident at Havenhurst, taking into consideration that they can change their minds on occasions and may wish to carry out their routine otherwise. We strongly believe that each resident has the right to a choice and control over their lives and support them to achieve this. 100% of residents rated being able to express their views as good or excellent. Family/friends are encouraged to visit their loved ones and to take them out if they so wish. Staff are aware and able to promote services that will support residents to advocate their views. We have literature around Havenhurst and in the resident's rooms that they have access to. The QA questionnaires has provided strong evidence to show that the majority of residents at Havenhurst feel that the quality of care/support provided by Havenhurst improves their quality of life.

<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>Resident's health and well-being is promoted at all times. For residents to continue a positive journey we endeavour to work with all professionals/advocate/ family/friends involved with a resident that we are supporting in order to provide a safe support network. We take a joint approach to this with the residents being supported to be involved. This enables us to ensure that residents are able to maintain their ongoing health, development and overall well-being and that the care provided is effective in supporting this. In accordance with this we update care plans on a monthly basis, but if required will update as is necessary.</p> <p>Promoting independence is very important, we encourage all of our residents to keep their independence and to learn new skills, this is more so with the assessment beds. For example, a resident has lost their confidence to wash and dress due to a fall, staff will encourage/support and teach the resident new skills to manage their own personal care in a safe way so that they do not fall whilst carrying out their personal care. All evidence is recorded in the resident's notes in their care plan.</p> <p>Residents feel that they can speak out and are listened to and that concerns are acted upon. We currently have a senior carer who has attended Dementia Interpreter training which is connected to the dementia dictionary. The senior carer will be facilitating training to all staff in the future.</p> <p>Across all questionnaire responses relating to this section, 68% rated us as good or excellent. Support residents to attend appointments. Enable them to be as independent as is possible. Provide a safe/homely environment. Have a feeling of well-being.</p> <p>It is important that residents are given control in how and when they receive their care and support to fully maximise their health and wellbeing. This is something that we do well with 82% of residents rating us as excellent in respect of enabling them control over aspects such as sleep and washing/bathing. Our experienced and skilled staff team continue to provide a high standard of care/support which is person centred and promotes individuals health, development and overall well-being. This is evident through our care planning and review process as well as the feedback that we receive from our residents. Training is ongoing to ensure that we meet the needs of our residents. Staff will be attending Dementia training in the not too distant future with the senior carer.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To guarantee that residents feel safe and protected from abuse and neglect it is important that we listen to our residents and understand how they feel. Carrying out quality assurance 6 monthly, is an opportunity for the residents to express their views, alongside monthly meetings with the manager. Residents are also aware that they can request to meet with the manager at all times. One resident commented, "I feel safe and well". To ensure that our residents are safe and protected from abuse, staff are appropriately trained so that they can identify and respond to concerns in a correct and timely manner. All staff complete regular safeguarding training. All staff are also registered with Social Care Wales.</p> <p>Across all questionnaire responses relating to this section, 92% rated us as good or excellent. We listen to our residents and act in appropriate manner ensuring that concerns are reported immediately. WIFI has been installed in the home to enable them to contact family/friends.</p> <p>91% of residents rated knowing where to go for advice as good or excellent with 100% saying they would be comfortable approaching staff to discuss a concern. It is important that all new staff are introduced to residents and given an opportunity to get to know them. Whilst I am confident that this happens through an induction and shadowing period for staff only 45% of residents rated this as excellent. The safety and wellbeing of residents at Havenhurst is at the forefront of everything we do, the very positive feedback received evidences that we are successful in achieving this.</p>

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

The accommodation at Havenhurst supports resident's well-being and achievement of outcomes in a number of ways. Staff encourage residents to be as independent as possible through active participation with daily household tasks. For example: a resident will be provided all items required to prepare a sandwich for their supper, staff observe and support as necessary. Residents fold the clean laundry if they wish, make their own tea/coffee dependant on their abilities.

Havenhurst can arrange for outside services to visit the home and support residents, which include a hairdresser, podiatry, opticians and dentist if the resident is unable to leave the home. We also have newspapers delivered daily. We have one resident who attends a spiritual meeting twice weekly via zoom, she is supported by staff to attend this meeting.

We provide privacy whilst a resident is using the telephone, reading their mail, communicating with professionals, relatives and friends.

Family are encouraged to visit all residents and take them out for the day if so requested by the resident/family member.

Across all questionnaire responses relating to this section, 92% rated us as good or excellent.

We provide a warm and homely environment for our residents, supporting them to have a positive and happy stay at Havenhurst, enabling them to carry on living a happy life as close as to what it would have been at home. Ensuring they have a feeling of well-being and achieving their desired personal outcomes.

Cleanliness is important in maintaining an environment that is both safe and welcoming. This is something we take seriously and do well with 90% of residents rating the cleanliness of the home as good or excellent with 100% of family members rating the cleanliness as good or excellent.

As a whole residents at Havenhurst are happy and content with the service they receive. The accommodation enables them to take part in and contribute to activities that promote their wellbeing, independence and personal outcomes. The facilities are highly rated by residents and their families and we will continue to be proactive about updating décor and the environment through a planned programme of works.

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)	21.50
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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
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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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Training, Fraud Awareness, Violence a gainst Women, Domestic Abuse and Sexual Violence, Data Protection, Strokes, Incontinence management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	3
Medicine management	5
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Link Worker, Emergency First Aid, Fire Safety Training, Fraud Awareness, Violence against Women, Domestic Abuse and Sexual Violence, Link Worker, Emergency First Aid, Fire Safety Training, Fraud Awareness, Violence against Women, Domestic Abuse and Sexual Violence, Whistleblowing with confidence, Communicating with Deaf customers
<p>Contractual Arrangements</p>	
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)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

<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>Days -Two week rota, week 1= 3 shifts either 6hr or 12hr dependant on contractual hours, week 2= 2 shifts either 6hr or 12hr dependant on contracted hours. Night shifts - 10hrs 3 on 4 off 4 on 3 off</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>5</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</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>23</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>0</p>
<p>Infection, prevention & control</p>	<p>9</p>
<p>Manual Handling</p>	<p>16</p>
<p>Safeguarding</p>	<p>21</p>
<p>Medicine management</p>	<p>22</p>
<p>Dementia</p>	<p>9</p>
<p>Positive Behaviour Management</p>	<p>1</p>
<p>Food Hygiene</p>	<p>8</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Emergency First Aid, Fire Safety Training, Fraud Awareness, Violence against Women, Domestic Abuse and Sexual Violence, Data Protection, Food Safety, Mental Health Awareness, Equality in the workplace, Compliments, concerns & complaints, PPE & Hand washing, Strokes, Whistleblowing with confidence, Incontinence management, Communicating with Deaf customers, Nutrition awareness, Mental capacity act awareness</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>23</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>3</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>

No. of Non-guaranteed hours contract (zero hours) staff	5
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	6
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.	Two week rota, week 1= 3 shifts either 6hr or 12hr dependant on contractual hours, week 2= 2 shifts either 6hr or 12hr dependant on contracted hours. Night shifts - 10hrs 3 on 4 off 4 on 3 off
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	5
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.	Violence against women

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)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerk -supports the manager with admin Handyman -does general maintenance in the home
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	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.	Fire Safety Training
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Hillside Home
Telephone Number	01348873888
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?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	722.11

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?	6 monthly Q & A Questionnaires sent to residents, families, staff and visiting professionals. Also family meetings at family request/ open door policy. Care staff monthly meetings, resident monthly meetings, speaking with individual residents on a daily basis, Reg 7 3 meetings with RI and Advocates.

Service Environment

How many bedrooms at the service are single rooms?	22
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?	3
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	Gardens to the side and back of home with lawn and patio area
Provide details of any other facilities to which the residents have access	none

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye contact, touch, facial expression, body movement, pictures, photographs, sounds, words, sentences & objects.

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>For permanent and assessment residents, to guarantee that the transition into residential/assessment care runs smoothly, the manager/community support worker meets with the resident/family/friends to gather information prior to admission and to ensure their needs can be met and the services we provide explained, how can we support them to live a healthy for filling life encouraging their wellbeing. We work alongside a multi-disciplinary team and family/friends to ensure the best possible outcome for the resident and enable them to feel supported throughout their stay. Residents are able to express their views during their initial assessment and manager/senior carer is always available to listen. Residents are able to express their views during resident meetings, care staff are always happy to listen to any views the residents may have and action wherever possible. Residents are consulted on their views and wishes surrounding their care on initial admission, these views are recorded in their care plan and care staff follow these wishes whenever possible. Any changes can be actioned as and when required. The 6 monthly questionnaire gives us information on how they see the service. Family and carers are able to engage with manager or staff by face to face, telephone or e mail. If they require a meeting with the home manager or RI this can be arranged at a suitable time. We will continue making sure our residents feel able and comfortable to ask for support and help when they feel they need it.</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>Resident's health and well-being is promoted at all times. For residents to continue a positive journey we endeavour to work with all professionals/advocate/ family/friends involved with a resident that we are supporting in order to provide a safe support network. We take a joint approach to this with the residents being supported to be involved. This enables us to ensure that residents are able to maintain their ongoing health, development and overall well-being and that the care provided is effective in supporting this. In accordance with this we update care plans on a monthly basis, but if required will update as is necessary.</p> <p>Residents are encouraged to engage with care staff and discuss any concerns they may have. When initial assessment is completed residents are asked of their likes and dislikes and if they engage in any hobbies. Craft activities are proving very beneficial to many of our resident, they enjoy engaging and displaying their crafts. If they wish to go outside they can be supported to do so.</p> <p>Residents are encouraged to be independent wherever possible, this may be with their personal care needs or day to day activities. Residents are encouraged to be involved in decision making such as choosing their meals, what time they like to get up on a morning and go to bed on an evening. Residents who have the ability are encouraged to move around the home and grounds as they wish, those who require support are also given this opportunity.</p> <p>This is something that we do well with 75% of residents rating us as excellent in respect of enabling them control over aspects such as sleep and washing/bathing, the remaining 25% did not answer.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Residents need to feel comfortable to raise any concerns, building close relationships will give confidence to the resident and knowing they have a safe place to raise any concern will enable them to do so. All residents are all assigned a key worker to build a closer relationship and voice their concerns if they have any. If they require a meeting with the home manager or RI this can be arranged at a suitable time.</p> <p>All residents and staff are encouraged to be open if they have any concerns regarding their welfare of themselves or others within the home. Staff also have access to PCC whistleblowing policy which is covered in their induction.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Ensuring the resident is comfortable in their environment is vital to their wellbeing. Comfortable furniture, neat clutter free rooms, matching soft furnishings all ensure a warm, homely comfortable environment. Wholesome home cooked meals are provided, with daily choices. Hairdresser and podiatrist are regular visitors to the home. If residents wish to bring in personal affects they encouraged to do so. We have quiet, private areas where residents are able to spend time with their families and loved ones and refreshments are available.</p> <p>Cleanliness is important in maintaining an environment that is both safe and welcoming. This is something we take seriously and do well with 84% of residents rating the cleanliness of the home as good or excellent with 75% of family members rating the cleanliness as good or excellent. Work needs to be undertaken to improve and update the décor within the home, only 33% of residents rated the home's décor as excellent. We have already commissioned a condition survey of the home which will be used to inform an ongoing plan of works. We have already commissioned a condition survey of the home which will be used to inform an ongoing plan of works. Once we receive the summary and approval from management any works highlighted can be put forward.</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)	23.31
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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>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, Data Protection, VAWDASV, Workstation assesment1, Compassionate communication, M manager platform training
	<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?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3
Safeguarding	4
Medicine management	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Evacuation Fire training Radicalisation Fraud Data Protection UTI

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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day staff do a 6 week rolling rota night staff 4 week rolling rota
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
No. of posts vacant	3
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	0
Equality, Diversity & Human Rights	4
Infection, prevention & control	14
Manual Handling	19
Safeguarding	13
Medicine management	2
Dementia	6
Positive Behaviour Management	1

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Evacuation Fire training Radicalisation Fraud Data Protection UTI VAWDASV Workstation assesment1 Emergency 1st Aid Tissue viability
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	4
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.	Day staff do a 6 week rolling rota night staff 4 week rolling rota
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	3
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.	VAWDASV

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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerk and Handyman

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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training VAWDASV Didgital champion
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Holly House
Telephone Number	01437769858
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?	32
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Fees Charged

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

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	6 monthly survey sent out to parents to complete feedback with their children for submission to RI.

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?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden that young people have access to, with lawn and paved areas along with several garden games items and a large table and chairs for outdoors dining.
Provide details of any other facilities to which the residents have access	There is a large sitting room with access to TV and games console and a separate resource room with a variety of games, toys and instruments for use by the residents, and also arts and crafts equipment. By virtue of the location of Holly House, residents also have supported access to local sports and play facilities, and beaches and parks.

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We provide responsive basic care to children and young people and respite to families and carers which means we reduce the pressure on families that is associated with caring for children who have complex additional needs. In delivering the service we also provide some children and young people with opportunities for additional socialising with their friends and experiences that they would not otherwise have. We know that our service is valued because the RI speaks with and observes children during Regulation 73 visits; we ask parents and carers for written feedback every 6 months; and we receive feedback from parents, carers and social workers about the importance of the service in supporting plans for the children.

We need to improve how we develop and review plans for children who stay at Holly House and this has been a long term weakness of the service. This has been identified in a CIW inspection carried out in January 2023. The inspector found that:

'Children are not being given choices about food, activities, or timings of personal care due to low staffing levels limiting activities, routines, and meal preparations. Children do not have the opportunity to sleep in the same bedroom each time they visit or to follow consistent routines, as care staff do not have time to ensure each child's routine is documented or followed. Activity planners and menu planners are not in use, and there is little evidence of children's participation in decisions about the running of the home.'

We want to develop a more systematic approach to choice within the service. Individual choice needs to be better reflected in personal plans, which need to be up to date and easily available for staff to refer to, in order to ensure that they are delivering care in the appropriate way and in a way that reflects the child's needs and their wishes.

Whilst we have held a face to face session with the RI and the unit manager (which was poorly attended) we want to increase the chances that people will engage with the service by holding events, for children and their parents and carers, that can double as both celebration/entertainment events, and as consultation/engagement events.

A comprehensive improvement plan has been developed for Holly House following the issuing of 15 Priority Action Notices by CIW with additional management resource dedicated to carrying out the related actions for improvement having been deployed.

<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 staff have updated their administration of medicines training, meaning that we have reduced the risk of any issues with regard to management of and providing of the medication that they require during their stays. However as was found in the inspection in January 2023, our medicine management procedures need to be reviewed and re-established. Appropriate personal care is provided, to ensure good personal hygiene and where possible children and young people, are encouraged to develop skills in areas such as cooking and personal care. Staff have not been able to engage in 1 to 1 activities of any sort due to low staffing levels and inappropriate child to staff ratios. This will be improved as part of the improvement plan for the provision. The CIW inspector found the following:</p> <p>‘Care staff told us they do not have time to engage children in meaningful activities such as outings or messy play due to low staffing numbers. Children do not go out to places of interest such as parks or beaches because staffing levels and mixes of children prevent this from going ahead. Children spend lots of time watching the television or using an electronic tablet to watch videos during their visits to Holly House.’</p> <p>Staff support children by reinforcing positive behaviour and also keeping children safe when they struggle to behave in a positive and safe way. However, staffing levels also impact on their ability to do this. Relationships with staff are close and positive and for most are based on long term familiarity and comfort in one another’s company. As far as is possible, children’s stays are arranged to coincide with their friends and also to ensure that the mix of children is positive, enhancing the experience of the stay at Holly House. This means that staff know the children well, and know which children do not mix well together.</p> <p>The provision of service that supports the maintenance of stability at home or in placement (in the case of foster carers) means that parents and carers’ well-being is supported, which in turn means they are better equipped to care for their children during the periods between respite.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff who work on the unit have completed the basic Safeguarding Vulnerable People online POD training course as a mandatory requirement within the department. This was carried out during a team development exercise held in March 2022. The senior staff and the manager at the unit are also aware of the process regarding the referring of concerns into the Child Care Assessment Team for assessment of concern and risk (Via a Multi Agency Referral Form or MARF). The manager and senior will where required be invited to attend strategy meetings and child protection conferences.</p> <p>There is a regular systematic review of the safety of the building and its equipment by corporate services. However, CIW inspection in January 2023 found the following:</p> <p>‘Safeguarding procedures within the home are not robust. Permanent care staff have completed safeguarding training, however effective systems are not in place to ensure any potential safeguarding concerns are acted upon and documented. The property is not maintained to a standard which promotes the needs and well - being of children and improvements are required in relation to the environment.... Care staff are using physical interventions such as blocks and guides with no evidence of training in place and no recording of these interventions. Some children are cared for using bed rails or overnight video monitoring, however no assessments or agreements are in place in relation to this.’</p> <p>A comprehensive improvement plan has been developed for Holly House following the issuing of 15 Priority Action Notices by CIW with additional management resource dedicated to carrying out the related actions for improvement having been deployed.</p>

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

All beds in Holly House – with exception of the large ‘cot-bed’- have now been replaced with brand new beds with greater functionality. As a result it is reported that children are more settled generally at night than they have been and staff are of the view that this has coincided with the replacement of the beds.

In March 2022, and following a health board/public protection infection control visit in December 2021, all of the flooring throughout Holly House – formerly carpeted - was replaced with vinyl flooring, so as to improve the unit’s ability to maintain good hygiene levels and manage infection better. At the same time, the entrance unit was repainted and all of this work required closure on 2 separate occasions for 1 weeks at a time. On these occasions, staff supported some of the children who would otherwise have been attending the unit, to engage in activities outside of their home. This included some sessions held with Pembrokeshire People’s First (PPF) around music and movement.

CIW inspection variously found the following:
 ‘The kitchen is accessible for all children and has been designed to meet the needs of the different children visiting the home....The home has limited furniture in the communal spaces and there are not enough dining chairs for the number of children in the home.....
 Cleaning routines are not in place (and) bathrooms in the home require updating and improving...The communal areas of the home are sparsely decorated and lack a homely feel.
 Children’s bedrooms show little evidence of personalisation during their stays....The home benefits from a sensory room which is generally clean and in good condition....There are hazards in the garden which require improvement to either replace the equipment or remove the remaining infrastructure.’

A comprehensive improvement plan has been developed for Holly House following the issuing of 15 Priority Action Notices by CIW with additional management resource dedicated to carrying out the related actions for improvement having been deployed.

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)	9.64
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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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

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

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
<p>Contractual Arrangements</p>	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5
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.	Usually maximum of 3 staff on shift (occasionally 4). Staff usually work a combination of 2.30-10pm / 10pm - 9am (weekdays term time); and 2.30 - 10pm / 10pm - 9am / 9am - 2.30pm (weekends and school holidays) with slight variations depending on staffing availability and service need.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19

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	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	0
Safeguarding	19
Medicine management	19
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
<p>Contractual Arrangements</p>	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	5
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.	Usually maximum of 3 staff on shift (occasionally 4). Staff usually work a combination of 2.30-10pm / 10 pm - 9am (weekdays term time); and 2.30 - 10pm / 10pm - 9am / 9am - 2.30pm (weekends and school holidays) with slight variations depending on staffin g availability and service need.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	0

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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Service Profile

Service Details

Name of Service	Martello House
Telephone Number	01646 624600
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?	42
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	722.11

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?	6 monthly Q & A Questionnaires sent to residents, families, staff and visiting professionals. Also family meetings at family request/ open door policy. Care staff monthly meetings, resident monthly meetings, speaking with individual residents on a daily basis, Reg 7 3 meetings with RI

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	lovely garden with lawn
Provide details of any other facilities to which the residents have access	none

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye contact, touch, facial expression, body movement, signing, pictures, photographs, sounds, words, sentences & objects.

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 are dedicated to supporting individuals to reach the goals that they set with the support of staff, professionals and family/careers. We ensure that the individual is involved with the planning of their care/support from the onset, so that it is personal to the individual. We work alongside a multi-disciplinary team and family/friends to ensure the best possible outcome for all individuals that use the service and enable them to feel supported throughout their stay. This service is used as a step down from hospital or a step up from home to prevent hospital admission. Consent is gained from the individuals to come to Martello House prior to an assessment being carried out. A qualified member of staff visits the individuals to discuss what they want to achieve and develop a care plan with the individual gathering information prior to admission and to ensure their needs can be met and the services we provide explained, how can we support them to live a healthy fulfilling life encouraging their wellbeing, this approach encourages individuals to be in control of their care/support and speak freely. We regularly update the care plans in Martello House in order to ensure that they focus on the individuals person centred care approach.</p> <p>All individuals are encouraged to be as independent as possible and make their own decisions at all times.</p> <p>Across all questionnaire responses relating to this section, 90% rated us as good or excellent. The QA questionnaires has provided strong evidence to show that the majority of individuals at Martello House feel that the quality of care/support provided by Martello House improves their quality of life and wellbeing, promotes their rights and choices. The in-depth person centred care plans are beneficial to the individuals as the information ensures that they are receiving the care and support that they need and how they would like to receive it. This is reflected by 100% of individuals feeling that they are kept informed, are involved and given choice in their care.</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>1. People are happy and supported to maintain their ongoing health, development and overall well-being</p> <p>Martello House provides care & support to people tailored to meet individual support & care needs. Each individual has a care & support plan to show what their support needs are & how their needs will be met to ensure support is provided at the right time, place, and pace & level required. Assistive technology may be used to support individuals to gain or maintain independence.</p> <p>The care plan can be completed with the individual and their family if they wish. When being completed we encourage the individual to participate in the construction of the care plan, we include their goal, likes and dislikes, preferences, values, and religious beliefs any other wishes. We strive to ensure all their needs are met where possible. Residents feel that they can speak out and are listened to and that concerns are acted upon.</p> <p>Care staff update daily logs to ensure all the individuals' needs are being met.</p> <p>Individuals have access to health professionals when and if required. We have a good working relationship with local GP's, District Nurses, Occupational Therapists and Physiotherapists. A Physiotherapist and/or Rehab Assistant from Hywel Dda Health Board review individuals weekly to support and aid in the individual's recovery and we work alongside them ensuring each individual reaches their potential before going home. We have contact details for other services such as podiatrists and hairdressers who can visit should an individual require.</p> <p>Across all questionnaire responses relating to this section, 68% rated us as good or excellent. It is important that individuals are given control in how and when they receive their care and support to fully maximise their health and wellbeing. This is something that we do well with 100% of individuals rating us as excellent in respect of enabling them control over aspects such as sleep and washing/bathing.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To ensure that individuals feel safe and protected from abuse and neglect it is important that we listen to the individuals and understand how they feel. Carrying out quality assurance 6 monthly reports, is an opportunity for individuals to express their views. Individuals are also aware that they can request to meet with the manager or RI at all times.</p> <p>To ensure that individuals are safe and protected from abuse, staff are appropriately trained so that they can identify and respond to concerns in a correct and timely manner. All staff complete regular safeguarding training. All staff are also registered with Social Care Wales.</p> <p>Across all questionnaire responses relating to this section, 97% rated us as good or excellent. We listen to our residents and act in appropriate manner ensuring that concerns are reported immediately. WIFI has been installed in the home to enable them to contact family/friends.</p> <p>89% of residents rated knowing where to go for advice as good or excellent with 100% saying they would be comfortable approaching staff to discuss a concern.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>There are 8 single bedded rooms all with en suite furnished to a high standard with matching soft furnishings creating a homely environment. Martello House follows Health and Safety Pembrokeshire County Council Policies and in addition We follow procedures in line with HSE regulations. Martello House is inspected by CIW.</p> <p>Equipment is checked upon every use and twice yearly by BSE and NGA. Any defects are recorded immediately and reported to the relevant company to fix.</p> <p>Accidents and Incidents are reported to the PCC Safety Unit also to the Head of Service and CIW as necessary.</p> <p>The Home has an automatic Fire Alarm System, a Fire Defence Plan and Fire Risk Assessment for all Individuals and staff. All staff access fire safety training. To comply with fire regulations and for the safety and comfort of individuals and staff.</p> <p>Family are encouraged to visit all residents and take them out for the day if so requested by the resident/family member. Staff encourage individuals to be as independent as possible through active participation with daily household tasks. For example: there are two kitchens available for individuals to use and following an assessment are encourage to make their own breakfast when they want it staff observe and support as necessary. Individuals are encouraged to make their own tea/coffee dependant on their abilities. Across all questionnaire responses relating to this section, 95% rated us as good or excellent</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>10.75</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>

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Link Worker, Emergency First Aid, Fire Safety Training, Fire Warden, Fraud Awareness, Violence against Women, Domestic Abuse and Sexual Violence, Data Protection, Equality in the workplace, Whistleblowing with confidence, County Lines

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>	
<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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	1
Safeguarding	3
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Link Worker, Emergency First Aid, Fire Safety Training, Fire Warden, Fraud Awareness, Violence against Women, Domestic Abuse and Sexual Violence, Equality in the workplace, PPE & Handwashing, Strokes, Whistleblowing with confidence, Incontinence management, Communicating with Deaf customers, Nutrition awareness</p> <p>Workstation assessment, Honour based violence and forced marriage, county lines, data protection</p>
<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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
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.	11 week rolling rota of 12 hour shifts. week 1 to 7 = 2 shifts, week 8 and 10 = 4 shifts, week 9 and 11 = 3 shifts
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	3
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	7
Safeguarding	9
Medicine management	3
Dementia	4
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid, Fire Safety Training, Fire Warden, Fraud Awareness, Violence against Women, Domestic Abuse and Sexual Violence, Equality in the workplace, PPE & Handwashing, Strokes, Whistle blowing with confidence, Incontinence management, Communicating with Deaf customers, Workstation assessment, Honour based violence and forced marriage, county lines, data protection
Contractual Arrangements	

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	5
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	11 week rolling rota of 12 hour shifts. week 1 to 7 = 2 shifts, week 8 and 10 = 4 shifts, week 9 and 11 = 3 shifts
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	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Training
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerk - basic admin
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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Training, Fire Warden, Data Protection Mental Health Awareness, Equality in the workplace , PPE & Handwashing, workstation assessment, Ho nour based violence and forced marriage, Customer service communication, County Lines, C oronavirus, Basis skills awareness, Alcohol and dru g awareness, Stress awareness, Fraud Awareness
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Milford House
Telephone Number	01646698197
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?	40
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	722.11

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?	6 monthly Q & A Questionnaires sent to residents, families, staff and visiting professionals. Also family meetings at family request/ open door policy. Care staff monthly meetings, resident monthly meetings, speaking with individual residents on a daily basis, Reg 7 3 meetings with RI and Advocates.

Service Environment

How many bedrooms at the service are single rooms?	8
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?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden with patio and lawn also a summer house/games room with snooker table.
Provide details of any other facilities to which the residents have access	none

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye contact, touch, facial expression, body movement, signing, pictures, photographs, sounds, words, sentences & objects. Staff should always communicate with individuals in ways that are meaningful,

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>Milford House provides support to individuals in a home setting split up into rehab and respite. Our service adheres to relevant legislation, principles and guidelines to ensure delivery of a high quality service.</p> <p>Our service uses a personal plan that we believe supports individuals to identify their own goals. Individuals are encouraged and supported to work towards and achieve these goals on a daily basis.</p> <p>Our service carries out monthly regularly support plan reviews which include discussing the identified goals and outcomes to ensure we are providing effective support to help the individual meet those identified and ensure that we are supporting them in the best possible way to achieve a positive outcome. The reviews also help us support the individuals to be signposted to other organisations that may be able to better support them to achieve their goals. I believe that our person centred approach gives individuals the opportunities to be able to express their views and choices and achieve their desired goals.</p> <p>To ensure we provide a high quality service to individuals where they feel they have choice and inclusion about how their support is delivered we hold monthly house meetings. These used to be carried out every week but at the request of the individuals we support. The house meetings look at food choices, activities, any complaints or compliments. The house meeting gives everyone an opportunity to come together to have a discussion about the home as a whole and how they would like to see staff time divided in the coming months. The support plan reviews give individuals the opportunity to discuss their own individual goals and how we can best support them.</p> <p>At the end of each respite or rehab stay or at some point during the rehab stay we also issue Quality assurance questionnaires to the individuals who have stayed with us, family and the professionals involved in their care and support.</p> <p>The questionnaire responses relating to 'do you feel listened to' 89% of customers rated us as good or excellent. However, we continue to seek new ways to improve and develop our service. From the feedback from the questionnaire sent out it was identified that improvements could be made to support individuals to feel that their voices are heard, they have choice about their support, and opportunities are made available to them.</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>Milford House ensures that Individuals that come to the home have their health and well-being promoted at all times. We have very good working relationships with our partners in Health, which allows us to support individuals in a positive way.</p> <p>Promoting independence is at the centre of everything we do here at Milford House, we encourage all the individuals to actively partake in the daily activities but in turn respect their right to say no.</p> <p>Individuals who come to Milford House are mainly looking for support to move on to their own independent living accommodation. Staff are very good at recognising what is seen to be positive risk taking and allowing individuals to make their own lifestyle choices even if we as support workers do not agree with them. We always endeavour to support individuals with their own choices.</p> <p>Milford House supports residents to gain the skills to be able to achieve their goals. We are good at supporting people to break down their goals into manageable steps which helps them to gain the confidence and skills needed to reach that end goal.</p> <p>Milford House staff support individuals to engage in positive risk taking. We recognise that it is important that the individuals feel in control of everything that they do. The individuals that we support have recognised this as overall 91% of those questioned rating as good or above.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To ensure that individuals feel safe and protected from abuse and neglect it is important that we listen to them in order to understand how they feel.</p> <p>Carrying out quality assurance is an opportunity for the individuals to express their views, alongside monthly meetings and individual support plan reviews. Individuals are also aware that they can request to meet with the manager or RI at all times and to emphasise this point as we aim to have an open door at all times in order to continually interact with those who are residing with us at any given time.</p> <p>To ensure that individuals at Milford House are safe and protected from abuse, staff are appropriately trained so that they can identify and respond to concerns in a correct and timely manner. All staff are registered with Social Care Wales and complete safeguarding training at induction and on a 3 yearly basis following that.</p> <p>Across all questionnaire responses relating to this section, 87% rated us as good or excellent. We ensure that we take every concern raised seriously and act accordingly in line with our policies and procedures.</p> <p>89% of individual questionnaire responses rated Milford House as good or excellent when speaking about knowing where to go for advice.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Milford House is a home, which support individuals to achieve their goals and obtain positive outcomes in many different ways. Staff at Milford House actively encourage individuals to be as independent as possible. For example individuals are encouraged to take charge of their own every day needs. They prepare their own breakfast and lunch and undertake cleaning duties on a weekly basis. This supports individuals to build the skills required to develop and maintain their own individual accommodation.</p> <p>Staff support individuals in both group activity and individual 1:1. We support individuals to visit the hairdresser. Ensure that they have access to necessary health care such as the opticians and dentist.</p> <p>Milford House supports one individual to visit the local church twice a week in order to meet their spiritual needs.</p> <p>We provide as much or as little support as individuals require on each given day without neglecting our duty of care.</p> <p>Milford house provides a very warm and welcoming environment and we actively encourage individuals to treat it as their own regardless of how long they are planning to stay with us.</p> <p>We recognise as a service how important it is for the individuals we support to feel comfortable within their own setting in order to feel and make progress towards their goals.</p> <p>The cleanliness of the home is very important as it supports us in providing a safe and welcoming environment for both the individuals who reside with us and welcome visitors. This is something we take very seriously and do well with 96% of the individuals we have supported rating the cleanliness of the home as good or excellent.</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>13.12</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>	
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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
<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	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection Essentials, Self harm, Poverty and welfare
<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	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anxiety Awareness, Data Protection Essentials, Epil epsy Awareness, Equality in the workplace, Trans Awareness, VAWDASV, Emergency First Aid, Confl ict Management and Threatening situations

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

Staff Qualifications

No. of staff who have the required qualification 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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection Essentials, Importance of Well-Being, Mental Capacity Act Awareness, Self-Neglect, Stress Aware, Strokes, Trans Awareness, Understanding Autism, VAWDASV, Emergency First Aid
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
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.	Day shifts run 8am/8.30pm 1 officer and 2 staff Nights shifts run 8.30pm/8am 2 staff (one as appointed officer in charge) 12 week rolling rota 3 staff per day shift, 2 staff per night plus manager Monday to Friday 9-5pm.
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
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	12
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	5
Health & Safety	5
Equality, Diversity & Human Rights	4
Infection, prevention & control	13
Manual Handling	0
Safeguarding	14
Medicine management	9
Dementia	12
Positive Behaviour Management	11
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Alcohol and Drug Awareness, Adult Obesity, Anxiety Awareness, Basic Autism Awareness Child Sexual Exploitation, Children's Rights, Complaints, concerns & compliments, County Lines Data Protection Essentials, Epilepsy Awareness, Equality in the workplace, Female Genital Mutilation Fraud Awareness, hate Crime, Hidden Disability Sunflower, Honour Based Violence and Forced marriage, Importance of Well-Being, Influencing, Assertiveness and Negotiation, Lone Working, Mental Capacity Act Awareness, Mental Health Awareness, PPE and Handwashing, Radicalisation, Self Harm, Self-Neglect Stress Aware, Strokes, Suicide Awareness Prevention, Trans Awareness, Understanding Autism VAWDASV, Working with Sharps, Emergency First Aid, Conflict Management and Threatening situations,
Contractual Arrangements	
No. of permanent staff	12

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	12
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.	Day shifts run 8am/8.30pm 1 officer and 2 staff Nights shifts run 8.30pm/8am 2 staff (one as appointed officer in charge) 12 week rolling rota 3 staff per day shift, 2 staff per night plus manager Monday to Friday 9-5pm.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	0
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	Pembrokeshire County Council Domiciliary Support Service
Telephone Number	01437776239
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?	348
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	20.12

Complaints

What was the total number of formal complaints made during the last financial year?	1
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?	6 monthly Q & A Questionnaires sent to customers, families, staff and visiting professionals. Also family meetings at family request/ open door policy. Care staff monthly meetings, care staff speaking with individual customers on a daily basis, Reg 73 meetings with RI.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye contact, touch, facial expression, body movement, pictures, photographs, sounds, words, sentences & objects.

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 Domiciliary Team provides care and support to individuals in their own home. Our service adheres to relevant legislation, principles and guidelines to ensure delivery of a high quality service. WE use a personal plan that we believe supports individuals to identify their own goals collaboratively with their team leader and how these can be achieved. Individuals are encouraged to identify their own strengths and determine what goals and outcomes are important to them. To ensure that individuals have choice and inclusion in how we support them along with any opportunities or signposting to other health professionals that could be made available to them. Our service regularly reviews the personal plan, including goals and outcomes to ensure we are providing effective service to meet those identified and ensure that we are listening to them to achieve a positive outcome. We believe that our person centred approach gives individuals and their families the appropriate knowledge and opportunities to be able to express their views and choices. To ensure we provide a high quality service to individuals where they feel they have choice and inclusion about how their support is delivered, Quality assurance questionnaires were prepared and sent out to 102 individuals and 41 were returned. From these we identified 74% said staff always or usually involve you and your relatives in the planning of care. When we asked individuals 'do you feel able to express your views'? 81% said always or usually able to express their views.</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>Customers health and well-being is promoted at all times. For customers to continue a positive journey we endeavour to work with all professionals/advocate/ family/friends involved with a resident that we are supporting in order to provide a safe support network. We take a joint approach to this with the residents being supported to be involved. This enables us to ensure that customers are able to maintain their ongoing health, development and overall well-being and that the care provided is effective in supporting this. In accordance with this we update care plans on a monthly basis, but if required will update as is necessary. When asked 'does the carer complete the tasks they are expected to do'? 90% yes said always or usually. When asked 'does the current package of care meet your needs'? 90% said yes always or usually. All staff have a good rapport with individuals and this is important in maintaining confidence and trust to achieve overall well-being for individuals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To ensure that customers feel safe and protected from abuse and neglect it is important that we listen to them and understand how they feel. Carrying out quality assurance 6 monthly, is an opportunity for the customers to express their views. Customers are also aware that they can request to meet with the Team Leader or Manager at all times. To ensure that our customers are safe and protected from abuse, staff are appropriately trained so that they can identify and respond to concerns in a correct and timely manner. All staff complete regular safeguarding training. All staff are also registered with Social Care Wales. We asked 'is your privacy and dignity respected' 59% said always and 24% said usually. The safety and wellbeing of customers is at the forefront of everything we do, the very positive feedback received evidences that we are successful in achieving this.</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>104.50</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.

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	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	1
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	Safeguarding	3
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Alcohol and Drug Awareness Anxiety Awareness Basic Autism Awareness corporate performance and wellbeing plan Cyber Security effective minute taking incontinence management Pandemic Flu Strokes Violence Against Women, Domestic Abuse and Sexual Violence Welsh Language Awareness Adult Obesity Personal resilience Person-Centred Approach - Part 1
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)	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
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Fire Safety Awareness (mandatory)
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

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	17
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	4
Equality, Diversity & Human Rights	0
Manual Handling	7
Safeguarding	13
Dementia	11
Positive Behaviour Management	1
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Alcohol and Drug Awareness Anxiety Awareness Basic Autism Awareness Communicating with Deaf Customers complaints, compliments and comments corporate performance and wellbeing plan Cyber Security effective minute taking Emotional Intelligence Epilepsy Fire Safety Awareness (mandatory) First Aid Fraud Awareness (mandatory) incontinence management introduction to records management Nutrition Awareness Pandemic Flu PPE and Handwashing Radicalisation Safer Manual Handling Self Harm Self neglect Strokes Suicide Prevention Awareness Trans aware Unconscious Bias Violence Against Women, Domestic Abuse and Sexual Violence Welsh Language Awareness Whistleblowing with Confidence Work Station Assessment Adult Obesity County Lines Hidden disability Sunflower Lone working Managing your priorities Managing yourself and time Mindfulness Personal resilience Person-Centred Approach - Part 1
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Contractual Arrangements	
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No. of permanent staff	17
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.	
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No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
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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	106
No. of posts vacant	7
<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	7
Health & Safety	15
Equality, Diversity & Human Rights	0
Manual Handling	45
Safeguarding	113
Dementia	87
Positive Behaviour Management	19
Food Hygiene	35
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Alcohol and Drug Awareness</p> <p>Anxiety Awareness</p> <p>Basic Autism Awareness</p> <p>carer awareness</p> <p>Communicating with Deaf Customers</p> <p>complaints, compliments and comments</p> <p>corporate performance and wellbeing plan</p> <p>Cyber Security</p> <p>effective minute taking</p> <p>Emotional Intelligence</p> <p>Epilepsy</p> <p>Female genital mutilation</p> <p>Fire Safety Awareness (mandatory)</p> <p>First Aid</p> <p>Fraud Awareness (mandatory)</p> <p>incontinence management</p> <p>Modern Slavery</p> <p>Nutrition Awareness</p> <p>Pandemic Flu</p> <p>PPE and Handwashing</p> <p>Radicalisation</p> <p>Safer Manual Handling</p> <p>Self Harm</p> <p>Self neglect</p> <p>Stress Aware</p> <p>Strokes</p> <p>Suicide Prevention Awareness</p> <p>Trans aware</p> <p>Unconscious Bias</p> <p>Violence Against Women, Domestic Abuse and Sexual Violence</p> <p>Welsh Language Awareness</p> <p>Whistleblowing with Confidence</p> <p>Work Station Assessment</p> <p>Adult Obesity</p> <p>County Lines</p> <p>Hidden disability Sunflower</p> <p>Lone working</p> <p>Managing your priorities</p> <p>Managing yourself and time</p> <p>Mindfulness</p> <p>Personal resilience</p> <p>Person-Centred Approach - Part 1</p>
Contractual Arrangements	
No. of permanent staff	106
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1

No. of Non-guaranteed hours contract (zero hours) staff	16
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)	56
No. of part-time staff (17-34 hours per week)	38
No. of part-time staff (16 hours or under per week)	12
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	92
No. of staff working towards the required/recommended qualification	14
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerks doing administration tasks Occupational Therapists setting goal plans Occupational Therapists Assistant carrying out exercises programmes
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Alcohol and Drug Awareness Anxiety Awareness Basic Autism Awareness complaints, compliments and comments
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	5
No. of part-time staff (16 hours or under per week)	2
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	1