

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:	Phoenix Child Care Ltd
The provider was registered on:	22/10/2020
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Ffail Wen	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	22/10/2020
Responsible Individual(s)	Lyndy Quinn
Manager(s)	
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Bryn Heulog	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/10/2021
Responsible Individual(s)	Lyndy Quinn
Manager(s)	Danielle James
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Pren Gwyllt	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/03/2022
Responsible Individual(s)	Lyndy Quinn
Manager(s)	Rebecca Nicholas
Maximum number of places	2
Service Conditions	There are no conditions associated to this service
Grianan	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	09/11/2022
Responsible Individual(s)	Lyndy Quinn
Manager(s)	Paul Santos
Maximum number of places	1
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	The company uses an online system to keep track of and monitor all training for team members, it manages the training matrix for all homes for all online and face to face training. Team members need to complete all mandatory training prior to passing probation. An induction programme runs each month for team members onboarding to complete as part of their induction to the organisation. The system alerts team members when training is due to expire, this is monitored through governance.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment team support managers to employ suitable applicants through a vigorous selection and interview process and ensure that all team files meet safe recruitment and regulatory requirements. Team members receive an in-depth induction and package of support from their manager, support services and therapies team, who also complete reflective practice monthly. Team members receive regular supervision and support to progress within the organisation.

Service Profile

Service Details

Name of Service	Bryn Heulog
Telephone Number	03301358135
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	There are currently no other languages used, however, some team members have agreed to complete an online Welsh course to support the Welsh language. The organisation will support any team member that chooses to progress learning the Welsh language beyond this basic course.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5611.00
The maximum weekly fee payable during the last financial year?	8191.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	There is an annual awards ceremony which one of the children was able to attend and won the progress award. The company has a social media account on Facebook as well as the organisations website which includes event happening within all homes and schools. Keeping in line with a homely environment and due to the age of the children placed, as well as having to work in a confidential manner, this is not massively promoted within the home.

Service Environment

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

Provide details of any outside space to which the residents have access	There is a large, enclosed grass garden with a sand pit, trampoline and a swimming pool that is erected in the summer. There is outdoor seating and a BBQ. The home has its own driveway where two cars can be parked. There is a shed to secure the children's bikes and other play equipment. There is a washing line.
Provide details of any other facilities to which the residents have access	The dining room has another seating area where the children can relax and watch TV with a tray table for messy play. The hall and landing area is quite large so includes sensory play items, Lego board, chalk board and artificial grass wall.

Communicating with people who use the service

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

Statement of Compliance

<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>Due to the ages of the children and keeping in line with a homely environment and working therapeutically this is done in a child friendly manner. There is a children's guide, each child receives this prior to admission and it outlines how they should raise concerns or complaints and who they may contact within and external to the organisation. All children are asked for feedback that is incorporated into the QCR. Children have 2 keyworkers and are consulted on who they would choose to be their keyworkers. Keywork sessions and direct work is complete to gain their views, wishes and feelings and any conversations that express this are recorded along with actions that may be monitored by the manager. The area manager, RI and independent visitor speak to the children during any visits. Children are encouraged to participate in care planning and are supported to record their own plan to support how they want to be cared for and what is important to them. Children are encouraged to attend reviews of their care, where appropriate, and supported by their keyworker to have a voice during these. Children who do not attend get an opportunity to share views, wishes and feelings through their keyworker. Children are supported and given opportunities to develop appropriate communication and social skills and supported with interactions to develop skills they will need to make and maintain friendships and communicate throughout their adult lives.</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>Children are supported to attend education and the home support good communication with education establishments. Learning continues at home and the team support children to meet their developmental milestones and on-going learning through activities such as baking, arts and crafts, DIY and learning through play. Children are supported to attend youth and sports clubs, Children have a weekly activity planner that incorporates their likes and interests and supports them to have new experiences. All children are registered with a GP, dentist and opticians and supported to attend all appointments in line with health guidelines. There is an internal therapies team who conduct an initial assessment of all children entering the home. A BERRI report is complete every 3 months to monitor any progress made. Children are supported to maintain a healthy lifestyle, eat a balanced diet and exercise regularly. Direct work sessions are complete around lifestyle choices such as substance misuse, sexual health, health and safety and healthy relationships. The PACE model is used by the team and all team members attend a 4 day course to understand children's attachments, effects of trauma and responses. The ethos in the home is provide a stable environment where children feel loved by the people that care for them, regardless of the behaviours they may display and all progress and achievements are celebrated, no matter how small.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children are provided with a safe, secure and nurturing environment that offers firm boundaries and consistency with adequate staffing levels to respond to any behaviours of concern. Boundaries are clear and children are given clear direction on the expectations of behaviours. The team strive to provide stability for children to feel safe, cared for and receiving support from a committed team. All team members attend safeguarding training as well as self-harm and ligature, sexual health, sexual harmful behaviour, prevent and sexual exploitation as part of their induction process. Any additional training that may be required due to a child's individual needs will be sourced and delivered to the team. Children are provided with 1:1 staffing, this has been increased if necessary, to maintain safety with agreement from the Local Authority. There are currently no forms of surveillance, however, door alarms can be used as deemed necessary. Children are encouraged to interact and engage appropriately with peers.</p> <p>Children are provided appropriate male and female role models. Children are provided with a safe environment to express their feelings and emotions, with a non-judgemental approach. The team manage any inappropriate behaviour and use de-escalation techniques as the focus of any observed behaviour. The team are all trained in the use of STAIR techniques should behaviour put anyone at significant risk. Children are de-briefed following any incidents in a manner appropriate to their age and understanding. The team observe and manage any behaviour that may be detrimental, therapeutic support plans provide a consistent response to any behaviours. There are missing person protocols in place for all children. The children are aware of the complaints procedure and any complaints will be shared with their social worker. medication and sharps are stored safely within the home. The homes manager responds to and records any matters of safeguarding, these are reported to their social worker and CIW as appropriate and all safeguarding matters go through a quality check and record any learning outcomes.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Bryn Heulog is a homely and welcoming environment that is well decorated and warm, there is a suitable garden to play, games and relax. All children are consulted and encouraged to have an opinion on how areas of the home should be decorated. Items have been added to meet the sensory needs of the children currently placed. All children have their own bedroom which the team help maintain to an appropriate level of cleanliness. Children can have their own key for their bedroom, however, the team are able to gain access if concerned for their welfare. Children's privacy is respected and unless significantly concerned, the team will not enter a bedroom without knocking and being invited. Children have been allocated £150 to personalise their bedroom. Children are supported with the move towards independence as appropriate and encouraged to look after their own care needs in line with their developmental milestones, chronological age and ability. Bryn Heulog is situated in a nice residential area with friendly neighbours, children are encouraged to show respect towards the community in which they live. Children attend schools local to the home and built friendships with neighbouring children who have been invited to the home.</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) 11

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	0
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Absence management, autism, DSE, Fire safety, Managing investigations, Management and supervision, managing under performance, Manual handling, safeguarding, Stair (physical intervention, Stair advanced).	
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
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2

Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Int ervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental h ealth, Managing Risks, Harmful sexualised behavio urs, First Aid, FGM, Epilepsy, Eating Disorders, Dru gs and alcohol, Prevent, Professional Boundaries/c odes of conduct, Report Writing, Restorative practi ce, RIDDOR, Self Harm and suicide, Sexual Health, Safer recruitment.
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.	Full time members work 40 hours a week, this is do ne with 24 or 48 hour shifts with sleep ins. There is not always a senior on each shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	3
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	4
Safeguarding	5
Medicine management	3
Dementia	0
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Intervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental health, Managing Risks, Harmful sexualised behaviours, First Aid, FGM, Epilepsy, Eating Disorders, Drugs and alcohol, Prevent, Professional Boundaries/codes of conduct, Report Writing, Restorative practice, RIDDOR, Self Harm and suicide, Sexual Health
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	6
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.	All full time staff are contracted to 40 hours, working a pattern of 24 or 48hr shifts with sleep ins. There are 3 staff on shift to include a senior if rota'd on.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	3
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

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Service Profile

Service Details

Name of Service	Efail Wen
Telephone Number	01271379006
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	5213
The maximum weekly fee payable during the last financial year?	10661

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?	The company has a social media account on Facebook as well as the organisations website which includes event happening within all homes and schools. Keeping in line with a homely environment and due to the age of the children placed, as well as having to work in a confidential manner, this is not massively promoted within the home. There is a childrens guide.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	There is a large, enclosed patio garden with a sand pit, trampoline and a swimming pool that is erected in the summer. There is outdoor seating and a BBQ. The home has its own driveway where two cars can be parked. There is a shed to secure the children's bikes and other play equipment. There is a washing line. There are chalk boards, climbing wall and hammock to meet the sensory needs of the child placed.
Provide details of any other facilities to which the residents have access	There is a large open area upstairs that is often used as a play area.

Communicating with people who use the service

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

Statement of Compliance

<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>Due to the age of the child placed and keeping in line with a homely environment and working therapeutically this is done in a child friendly manner. There is a children's guide, each child receives this prior to admission and it outlines how they should raise concerns or complaints and who they may contact within and external to the organisation. All children are asked for feedback that is incorporated into the QCR. Children have 2 keyworkers and are consulted on who they would choose to be their keyworkers. Keywork sessions and direct work is complete to gain their views, wishes and feelings and any conversations that express this are recorded along with actions that may be monitored by the manager. The area manager, RI and independent visitor speak to the children during any visits. Children are encouraged to participate in care planning and are supported to record their own plan to support how they want to be cared for and what is important to them. Children are encouraged to attend reviews of their care, where appropriate, and supported by their keyworker to have a voice during these. Children who do not attend get an opportunity to share views, wishes and feelings through their keyworker. Children are supported and given opportunities to develop appropriate communication and social skills and supported with interactions to develop skills they will need to make and maintain friendships and communicate throughout their adult lives.</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>Children are supported to attend education and the home supported good communication with education establishments. Learning continues at home and the team support children to meet their developmental milestones and on-going learning through activities such as baking, arts and crafts, DIY and learning through play. Children are supported to attend youth and sports clubs, Children have a weekly activity planner that incorporates their likes and interests and supports them to have new experiences. All children are registered with a GP, dentist and opticians and supported to attend all appointments in line with health guidelines. There is an internal therapies team who conduct an initial assessment of all children entering the home. A BERRI report is complete every 3 months to monitor any progress made. Children are supported to maintain a healthy lifestyle, eat a balanced diet and exercise regularly. Direct work sessions are complete around lifestyle choices such as substance misuse, sexual health, health and safety and healthy relationships. The PACE model is used by the team and all team members attend a 4 day course to understand children's attachments, effects of trauma and responses. The ethos in the home is provide a stable environment where children feel loved by the people that care for them, regardless of the behaviours they may display and all progress and achievements are celebrated, no matter how small.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children are provided with a safe, secure and nurturing environment that offers firm boundaries and consistency with adequate staffing levels to respond to any behaviours of concern. Boundaries are clear and children are given clear direction on the expectations of behaviours. The team strive to provide stability for children to feel safe, cared for and receiving support from a committed team. All team members attend safeguarding training as well as self-harm and ligature, sexual health, sexual harmful behaviour, prevent and sexual exploitation as part of their induction process. Any additional training that may be required due to a child's individual needs will be sourced and delivered to the team. Children are provided with 1:1 staffing, this has been increased if necessary, to maintain safety with agreement from the Local Authority. There are currently no forms of surveillance, however, door alarms can be used as deemed necessary. Children are encouraged to interact and engage appropriately with peers.</p> <p>Children are provided appropriate male and female role models. Children are provided with a safe environment to express their feelings and emotions, with a non-judgemental approach. The team manage any inappropriate behaviour and use de-escalation techniques as the focus of any observed behaviour. The team are all trained in the use of STAIR techniques should behaviour put anyone at significant risk. Children are de-briefed following any incidents in a manner appropriate to their age and understanding. The team observe and manage any behaviour that may be detrimental, therapeutic support plans provide a consistent response to any behaviours. There are missing person protocols in place for all children. The children are aware of the complaints procedure and any complaints will be shared with their social worker. medication and sharps are stored safely within the home. The homes manager responds to and records any matters of safeguarding, these are reported to their social worker and CIW as appropriate and all safeguarding matters go through a quality check and record any learning outcomes.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Efail Wen is a homely and welcoming environment that is well decorated and warm, there is a suitable garden to play, games and relax. All children are consulted and encouraged to have an opinion on how areas of the home should be decorated. Items have been added to meet the sensory needs of the child currently placed. All children have their own bedroom which the team help maintain to an appropriate level of cleanliness. Children can have their own key for their bedroom, however, the team are able to gain access if concerned for their welfare. Children's privacy is respected and unless significantly concerned, the team will not enter a bedroom without knocking and being invited. Children have been allocated £150 to personalise their bedroom. Children are supported with the move towards independence as appropriate and encouraged to look after their own care needs in line with their developmental milestones, chronological age and ability. Efail Wen is situated in a nice residential area with friendly neighbours, children are encouraged to show respect towards the community in which they live. Children are encouraged to attend groups local to the home.</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) 8

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

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

Staff Type

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

Staff Qualifications

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

Deputy service manager

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

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

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

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

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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Intervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental health, Managing Risks, Harmful sexualised behaviours, First Aid, FGM, Epilepsy, Eating Disorders, Drugs and alcohol, Prevent, Professional Boundaries/codes of conduct, Report Writing, Restorative practice, RIDDOR, Self Harm and suicide, Sexual Health, Safer recruitment.
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.	The Seniors are contracted to 40 hours a week and work a mix of 24 and 48hr shifts with a sleep. There are always 2 team members on shift everyday, there is not always a senior on shift.
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	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 to this role which is not outlined above'.	
Induction	3
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	3

Manual Handling	2
Safeguarding	4
Medicine management	2
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Int ervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental h ealth, Managing Risks, Harmful sexualised behavio urs, First Aid, FGM, Epilepsy, Eating Disorders, Dru gs and alcohol, Prevent, Professional Boundaries/c odes of conduct, Report Writing, Restorative practi ce, RIDDOR, Self Harm and suicide, Sexual Health
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The staff work a mix of 24 and 48hr shifts, there are always 2 staff on shift sometimes this is a senior.
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	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Grianan
Telephone Number	03001358135
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	11372
The maximum weekly fee payable during the last financial year?	11372

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?	The company has a social media account on Facebook as well as the organisations website which includes event happening within all homes and schools. Keeping in line with a homely environment and due to the age of the child placed, as well as having to work in a confidential manner, this is not massively promoted within the home. There is a childrens guide that the child has access to.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large, enclosed grass garden with a trampoline. There is outdoor seating and a BBQ. The home has 2 driveways where two cars can be parked. There is a shed to secure the child's bike and other play equipment. There is a washing line.
Provide details of any other facilities to which the residents have access	As a solo home the child has access to all areas other than team members bedrooms.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Due to the age of the child and keeping in line with a homely environment and working therapeutically this is done in a child friendly manner. There is a children's guide, each child receives this prior to admission and it outlines how they should raise concerns or complaints and who they may contact within and external to the organisation. All children are asked for feedback that is incorporated into the QCR. Children have 2 keyworkers and are consulted on who they would choose to be their keyworkers. Keywork sessions and direct work is complete to gain their views, wishes and feelings and any conversations that express this are recorded along with actions that may be monitored by the manager. The area manager, RI and independent visitor speak to the child during any visits. Children are encouraged to participate in care planning and are supported to record their own plan to support how they want to be cared for and what is important to them. Children are encouraged to attend reviews of their care, where appropriate, and supported by their keyworker to have a voice during these. Children who do not attend get an opportunity to share views, wishes and feelings through their keyworker. Children are supported and given opportunities to develop appropriate communication and social skills and supported with interactions to develop skills they will need to make and maintain friendships and communicate throughout their adult lives.

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.

Children are supported to attend education and the home supporting good communication with education establishments. Learning continues at home and the team support children to meet their developmental milestones and on-going learning through activities such as baking, arts and crafts, DIY and learning through play. Children are supported to attend youth and sports clubs, Children have a weekly activity planner that incorporates their likes and interests and supports them to have new experiences. All children are registered with a GP, dentist and opticians and supported to attend all appointments in line with health guidelines. There is an internal therapies team who conduct an initial assessment of all children entering the home. A BERRI report is complete every 3 months to monitor any progress made. Children are supported to maintain a healthy lifestyle, eat a balanced diet and exercise regularly. Direct work sessions are complete around lifestyle choices such as substance misuse, sexual health, health and safety and healthy relationships. The PACE model is used by the team and all team members attend a 4 day course to understand children's attachments, effects of trauma and responses. The ethos in the home is provide a stable environment where children feel loved by the people that care for them, regardless of the behaviours they may display and all progress and achievements are celebrated, no matter how small.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children are provided with a safe, secure and nurturing environment that offers firm boundaries and consistency with adequate staffing levels to respond to any behaviours of concern. Boundaries are clear and children are given clear direction on the expectations of behaviours. The team strive to provide stability for children to feel safe, cared for and receiving support from a committed team. All team members attend safeguarding training as well as self-harm and ligature, sexual health, sexual harmful behaviour, prevent and sexual exploitation as part of their induction process. Any additional training that may be required due to a child's individual needs will be sourced and delivered to the team. Children are provided with 2:1 staffing, this has been increased if necessary, to maintain safety with agreement from the Local Authority. There are currently no forms of surveillance, however, door alarms can be used as deemed necessary. Children are encouraged to interact and engage appropriately with peers.</p> <p>Children are provided appropriate male and female role models. Children are provided with a safe environment to express their feelings and emotions, with a non-judgemental approach. The team manage any inappropriate behaviour and use de-escalation techniques as the focus of any observed behaviour. The team are all trained in the use of STAIR techniques should behaviour put anyone at significant risk. Children are de-briefed following any incidents in a manner appropriate to their age and understanding. The team observe and manage any behaviour that may be detrimental, therapeutic support plans provide a consistent response to any behaviours. There are missing person protocols in place for all children. The children are aware of the complaints procedure and any complaints will be shared with their social worker. medication and sharps are stored safely within the home. The homes manager responds to and records any matters of safeguarding, these are reported to their social worker and CIW as appropriate and all safeguarding matters go through a quality check and record any learning outcomes.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Grianan is a homely and welcoming environment that is well decorated and warm, there is a suitable garden to play, games and relax. All children are consulted and encouraged to have an opinion on how areas of the home should be decorated. The child their own bedroom which the team help maintain to an appropriate level of cleanliness. Children can have their own key for their bedroom, however, the team are able to gain access if concerned for their welfare. Children's privacy is respected and unless significantly concerned, the team will not enter a bedroom without knocking and being invited. Children have been allocated £150 to personalise their bedroom. Children are supported with the move towards independence as appropriate and encouraged to look after their own care needs in line with their developmental milestones, chronological age and ability. Grianan is situated in a nice residential area with friendly neighbours, children are encouraged to show respect towards the community in which they live. Children attend school and clubs local to the home to meet their social needs. The child was initially placed on short term placement, however, the SOP has recently been changed so that the team can continue to make progress with the child in a long term placement.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>8</p>
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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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Int ervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental h ealth, Managing Risks, Harmful sexualised behavio urs, First Aid, FGM, Epilepsy, Eating Disorders, Dru gs and alcohol, Prevent, Professional Boundaries/c odes of conduct, Report Writing, Restorative practi ce, RIDDOR, Self Harm and suicide, Sexual Health, Safer recruitment.
	<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	

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Intervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental health, Managing Risks, Harmful sexualised behaviours, First Aid, FGM, Epilepsy, Eating Disorders, Drugs and alcohol, Prevent, Professional Boundaries/codes of conduct, Report Writing, Restorative practice, RIDDOR, Self Harm and suicide, Sexual Health, Safer recruitment.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Seniors work a mix of 14 and 48hr shifts with sleep in. There are always two support staff on each shift, there is not always a senior on each shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5

Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair)Physical Intervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental health, Managing Risks, Harmful sexualised behaviours, First Aid, FGM, Epilepsy, Eating Disorders, Drugs and alcohol, Prevent, Professional Boundaries/codes of conduct, Report Writing, Restorative practice, RIDDOR, Self Harm and suicide, Sexual Health, Safer recruitment.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Team members work a mix of 24 and 48hr shifts with a sleep in. There are always two team members on shift one of which may be a senior.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Pren Gwylt
Telephone Number	03301358135
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	5611
The maximum weekly fee payable during the last financial year?	8014

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?	The company has a social media account on Facebook as well as the organisations website which includes event happening within all homes and schools. Keeping in line with a homely environment and due to the age of the children placed, as well as having to work in a confidential manner, this is not massively promoted within the home.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large, enclosed grass garden with a sand pit, trampoline and a swimming pool that is erected in the summer. There is outdoor seating and a BBQ. The home has its own driveway where six cars can be parked. There is a garage to secure the children's bikes and other play equipment. There is a washing line.
Provide details of any other facilities to which the residents have access	The lounge has a play area which the children use for Lego and games.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Due to the ages of the children and keeping in line with a homely environment and working therapeutically this is done in a child friendly manner. There is a childrens guide, each child receives this prior to admission and it outlines how they should raise concerns or complaints and who they may contact within and external to the organisation. All children are asked for feedback that is incorporated into the QCR. Children have 2 keyworkers and are consulted on who they would choose to be their keyworkers, however, they are not called keyworkers in the home as one child has struggled with this. Keywork sessions and direct work is complete to gain their views, wishes and feelings and any conversations that express this are recorded along with actions that may be monitored by the manager. The area manager, RI and independent visitor speak to the children during any visits. Children are encouraged to participate in care planning and are supported to record their own plan to support how they want to be cared for and what is important to them. Children are encouraged to attend reviews of their care, where appropriate, and supported by their keyworker to have a voice during these. Children who do not attend get an opportunity to share views, wishes and feelings through their keyworker. Children are supported and given opportunities to develop appropriate communication and social skills and supported with interactions to develop skills they will need to make and maintain friendships and communicate throughout their adult lives.

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.

Children are supported to attend education and the home supported good communication with education establishments. Learning continues at home and the team support children to meet their developmental milestones and on-going learning through activities such as baking, arts and crafts, DIY and learning through play. Children are supported to attend youth and sports clubs, Children have a weekly activity planner that incorporates their likes and interests and supports them to have new experiences. All children are registered with a GP, dentist and opticians and supported to attend all appointments in line with health guidelines. There is an internal therapies team who conduct an initial assessment of all children entering the home. A BERRI report is complete every 3 months to monitor any progress made. Children are supported to maintain a healthy lifestyle, eat a balanced diet and exercise regularly. Direct work sessions are complete around lifestyle choices such as substance misuse, sexual health, health and safety and healthy relationships. The PACE model is used by the team and all team members attend a 4 day course to understand children's attachments, effects of trauma and responses. The ethos in the home is provide a stable environment where children feel loved by the people that care for them, regardless of the behaviours they may display and all progress and achievements are celebrated, no matter how small.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children are provided with a safe, secure and nurturing environment that offers firm boundaries and consistency with adequate staffing levels to respond to any behaviours of concern. Boundaries are clear and children are given clear direction on the expectations of behaviours. The team strive to provide stability for children to feel safe, cared for and receiving support from a committed team. All team members attend safeguarding training as well as self-harm and ligature, sexual health, sexual harmful behaviour, prevent and sexual exploitation as part of their induction process. Any additional training that may be required due to a child's individual needs will be sourced and delivered to the team. Children are provided with 1:1 staffing, this has been increased if necessary, to maintain safety with agreement from the Local Authority. There are currently no forms of surveillance, however, door alarms can be used as deemed necessary. Children are encouraged to interact and engage appropriately with peers.</p> <p>Children are provided appropriate male and female role models .. Children are provided with a safe environment to express their feelings and emotions, with a non-judgemental approach. The team manage any inappropriate behaviour and use de-escalation techniques as the focus of any observed behaviour. The team are all trained in the use of STAIR techniques should behaviour put anyone at significant risk. Children are de-briefed following any incidents in a manner appropriate to their age and understanding. The team observe and manage any behaviour that may be detrimental, therapeutic support plans provide a consistent response to any behaviours. There are missing person protocols in place for all children. The children are aware of the complaints procedure and any complaints will be shared with their social worker. medication and sharps are stored safely within the home. The homes manager responds to and records any matters of safeguarding, these are reported to their social worker and CIW as appropriate and all safeguarding matters go through a quality check and record any learning outcomes.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Pren Gwylt is a homely and welcoming environment that is well decorated and warm, there is a suitable garden to play, games and relax. All children are consulted and encouraged to have an opinion on how areas of the home should be decorated. All children have their own bedroom which the team help maintain to an appropriate level of cleanliness. Children can have their own key for their bedroom, however, the team are able to gain access if concerned for their welfare. Children's privacy is respected and unless significantly concerned, the team will not enter a bedroom without knocking and being invited. Children have been allocated £150 to personalise their bedroom. Children are supported with the move towards independence as appropriate and encouraged to look after their own care needs in line with their developmental milestones, chronological age and ability. Pren Gwylt is situated in a nice residential area with friendly neighbours, children are encouraged to show respect towards the community in which they live. Children attend schools local to the home and built friendships with neighbouring children who have been invited to the home.</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>8</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	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	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	autism, Fire safety, manual handling, Recruitment, safeguarding
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
<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
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
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	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.	Autism.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The senior works a mix of 24 and 48hr shifts with sleep. The senior works on shift with the residential support staff, there is not always a senior on shift, but there are always two support staff each shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism, Fire safety, online safety, Stair Physical Intervention, COSHH, CSE, Attachment and Trauma, Data Protection, Diabetes, DSE, Nutrition, Mental health, Managing Risks, Harmful sexualised behaviours, First Aid, FGM, Epilepsy, Eating Disorders, Drugs and alcohol, Prevent, Professional Boundaries/codes of conduct, Report Writing, Restorative practice, RIDDOR, Self Harm and suicide, Sexual Health.

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Team members are all full time with a 40hour week contract. They work on a rota system of 24 or 48hr shifts. There are always two team embers on shift, however, one of these will be the senior at times.
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Staff Qualifications

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

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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