

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:	Powys County Council Adults and Children's Services
The provider was registered on:	10/01/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Glyn Mawr	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	14/02/2022
	Responsible Individual(s)	Holly Gordon
	Manager(s)	Ryan Belcher-Jones
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service
	Golwg y Bannau Carlas	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	31/07/2019
	Responsible Individual(s)	Holly Gordon
	Manager(s)	Hannah Griffiths
	Maximum number of places	9
	Service Conditions	There are no conditions associated to this service
	Powys County Council	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/01/2019
	Responsible Individual(s)	Hazel Jukes
	Manager(s)	James Stuart, Joanna Williams, Elizabeth Gibbons
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
Shared Lives Powys		
Service Type	Adult Placement Service	
Type of Care	None	
Approval Date	16/03/2020	
Responsible Individual(s)	Hazel Jukes	
Manager(s)	Claire Karp, Richard Gwynn	
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 provider completes induction with ALL new staff and AWIF, in preparation for SCW registration then undertaken the relevant QCF /Management & Leadership qualification. All staff have individualised meetings with supervisors to discuss training and development. Staff are encouraged to develop their careers within the organisation. Training programme is offered through SCWDP. Training is also identified in feedback, QA and the RI visits

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

The provider adheres to PCC safer recruitment policy. There have been active recruitment drives supported by corporate colleagues to promote employment in the service.

Service Profile

Service Details

Name of Service	Glyn Mawr
Telephone Number	01874612282
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	N/A

Service Provision

People Supported

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

3

Fees Charged

The minimum weekly fee payable during the last financial year?

0

The maximum weekly fee payable during the last financial year?

0

Complaints

What was the total number of formal complaints made during the last financial year?

0

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Advocacy visits / CLA reviews / QoC surveys / house meeting - 2-3 times per week which join / key worker sessions.

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	Residents have access to a back garden and a small front garden .
Provide details of any other facilities to which the residents have access	N/A

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>Young people's voices have been listened to as part of the quality assurance processes in place at the provision. Young people have given their time to speak with the inspectorate and RI on separate occasions and have been able to speak openly about their views on the provision. However, it is noted that it is difficult to separate views on care planning decisions and the residential service when feelings are elevated, or transitions are pending. Residents informed the inspector during the 2022 and 2023 inspection that they feel listened to and are involved in decision making.</p> <p>Residents are able to access an advocate who visits the provision to gain their wishes and feelings. There have been improvements this year in the extent and quality of key worker sessions through additional training and a focus on strength-based approaches. There is engagement with the residents on co-producing activity planners and weekly menus. One young person was able to formally feed into this review through a feedback form. They were able to express their likes and dislikes in terms of the provision and offer advice on how improve responses to their behavioural responses. The staff team have developed a new guide to the provision for residents which supports the residents in understanding the nature of the provision and how their needs will be met. This will improve any futures admissions processes as well as ensuring residents understand how they can raise a complaint.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The provision has been highly engaged in ensuring one very engaged resident has a fulfilling weekly activity planner. The other resident is older and more focused on peer related activities and has begun to engage with a smoking cessation plan which is extremely positive. Both residents have accessed to health care facilities and services as well as having a local authority care plan in place. Staff are skilled at motivating the residents and promoting their wellbeing. Physical activity and a healthy diet are encouraged.</p> <p>The staff team is supported by CAMHS to support the use of strategies which promote emotional regulation and wellbeing. The RI has observed the staff team in practice whilst de-escalating a situation involving heightened emotion of a resident. The skill and confidence of the staff team was noted in this observation. There is an identified need to retain a focus on educational needs as recognised by the 2023 inspection. The staff team are skilled at recognising the strengths of residents and have responded well to intervene in some challenges between residents.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Throughout the year there have been numerous safeguarding concerns in relation to a resident. For the staff team this involves the need to refer child protection concerns, liaise with police to report missing episodes and attendance at strategy meetings. During the year changes to staffing have occurred and improvements in staff absence. Development work has occurred and a renewed focus on updating risk assessments and personal plans has led to recognised improvements with the provisions engagement in protecting the residents. Development work has occurred within team meetings to support staff in identifying when a MARF is required and what information should be contained. The 2023 inspection acknowledged that; 'Risk assessments are now in place and provide instruction for care staff to respond safely to risky behaviours and to reduce and / or eliminate inference to any current or potential harm.' The inspection acknowledges that whilst the risk remains high, improvements have been made in respect of the providers systems and responses.</p> <p>The record keeping system in place is now robust and risk assessments offer staff guidance on what actions to take. The RI has visited and reported on their visit. Identified actions from such visits have been placed into the provisions development plans to ensure they are addressed. The process for making inspectorate Notifications is now firmly embedded. The RI is included in all MARFs made to Childrens Services and is able to scrutinise the information against the notifiable events criteria which are then uploaded on to the online portal. In the last five months there has been significant investment in building the staff teams confidence and developing their knowledge and skills. This has included the recruitment of a consultant social work to support the local authority provisions in Powys. The staff team have also had access to child exploitation training from the child exploitation manager in children's services. The newly developed training matrix will support the identification of training needs on an ongoing basis and is a positive development. The increased importance of regular supervision and the increase of team meetings to weekly, has improved staff communication and the staff team continue to grow in experience. The frequency of supervision is closely monitored and recognised as an important feature of staff retention.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The providers personal plans for residents are now current and more specific. The provision is aware of the need to be outcome focused when goal setting with residents and is reflective on how to have a more increased focus on ensuring educational needs are met. The most recent RI visit reported that the provision was continuing to improve and recognised the increased efforts and outcomes regarding recruitment and retention. Staff were observed taking pride in their work and appearing highly motivated. Supervision and weekly team meetings have enhanced morale and communication. The residential consultant has supported the provision with the development of practice and staff confidence. The RI reported that the Registered Manager is working hard towards developing staff skills and supporting their wellbeing. These areas of focus will ultimately improve staff retention and stability of the workforce. This will ensure the provision is able to focus on improving outcomes for children and work as an effective team. The 2023 inspection identified that the previously issued priority action notices from 2022 had been achieved.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 10

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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ISOH training,
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	team teach advanced training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1

No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	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.	Advanced team teach training.
<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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 staff on shift over a 24 hour period: in addition: RM 9-5pm and nights on call 8am - 8pm 8am - 11pm 8pm - 8am
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Golwg y Bannau
Telephone Number	01874623424
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	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?	Advocacy visits / CLA reviews / QoC surveys / house meeting - 2-3 times per week which join / key worker sessions.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Young people have access to the patio area of the garden, and enclosed grassed area as well as the school playground including, football pitch, swings, roundabout, basketball area, climbing wall, grassed area and quiet story space
Provide details of any other facilities to which the residents have access	planning to commence access to the swimming pool within the school premises. Local community - public libraries. Sensory rooms and soft play area with a ball pit.

Communicating with people who use the service

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

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 residents at the provision are given regular opportunities to give their views and have their voices heard. The residents were contacted and asked to complete a Questionnaire and an exercise on their likes and dislikes and how the provision can be improved as part of the Quality of Care review. The forms were accessible and included pictorial symbols and support was available to engage with the process. This feedback will also feature in supporting this annual return. Another questionnaire was given to parents and stakeholders. All four residents engaged with the process. Overall, they were able to give feedback on their likes and dislikes and some gave views on how Bannau can improve its service delivery. In respect of resident's feedback, several positive were noted. Importantly, all residents felt safe living at Bannau, feel they are given choices and liked their staff. When reflecting on activities offered, all residents were able to give examples of opportunities they engage with e.g., trampolining, cinema and baking. There has been some feedback from staff and residents regarding a lack of holiday opportunities which senior leads are aware of and reviewing.</p> <p>A CIW inspection check on 19th October 2022 found that staff are warm and take time to communicate and engage with residents. Activities are encouraged at home and in the community. Access to an advocate was in place and participation was recognised in respect of daily house meetings which residents participate in. The inspection report noted the level of staff skill and confidence in using Makaton, Picture Exchange Communication System (PECS) and social stories as forms of communication. Parents of residents were included in the 2022 inspection and spoke positively about choice, access to information and responding to needs. Parents told the inspector in 2022 that care staff consult with them and have a "collective" approach to provide consistent care and support.</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>RI visits and reporting have shown that the residents health and wellbeing is prioritised. The proximity from the residential to the school promotes good communication and co-working. The residents enjoy school, and their educational needs are being met. RI visits have observed weekly meal planners are implemented and residents have choice with their dietary preferences being known to the provision. The 2022 inspection noted that: 'Care staff are motivated and focused to promote young people's wellbeing.' Positive outcomes being achieved for residents were noted.</p> <p>As a result of resident's health needs there is a close working relationship between the health board and the provision. Residents attend health appointments when required and are registered with health services. Consultations with the specialist disability nurse and access to other specialist professionals are also in place. The engagement with the residents has provided feedback that they have fun and have friends at the provision and engage in meaningful activities which promotes their quality of life and wellbeing. In addition, parents of residents informed the inspector in 2022 that the service had been 'transformational' to resident's lives.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The RI has an overview of any MARF, notifiable event, CP process and any restraints and complaints. RI visits and formal discussions with the Registered Manager demonstrate that the provision is compliant with duties and processes relating to concerns of abuse and neglect. The RI regards the provision as safe for residents with adaptations being made to promote safety e.g., for a resident who has self-injurious traits as well as good communication between school and the provision relating to handovers. The provision has a robust induction in place. Staff have attended safeguarding training and are aware of how to report a concern. The 2022 inspection highlighted that physical interventions on reports contain an appropriate level of detail and had management oversight. The Registered manager has made modifications to the staff teams training matrix which is updated on an ongoing basis. This supports management oversight of training completed by staff.</p> <p>The education provision attended by the residents has given feedback to inform the Quality of Care review and has given positive feedback on communication between them and handovers which at times include key workers attending class. When asked if they were to score from 0-10 for the young person's care at Bannau, with 10 being extremely happy with the care and support that the residents receive, and 0 being not happy, the education provider scored the provision a '10', stating 'the care children receive is excellent'. Such strong links assist with increasing safety of residents from abuse and neglect. In 2022, there was an increase of provision which did not fully review capacity or follow expected process. This has been reflected upon and learning has occurred. A further increase in provision was agreed in 2023 after a review of the staffing arrangements and after engagement with the inspectorate. This process is now embedded in the provisions admissions practices to ensure compliance.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>During RI visits, the RI has found the provision to be well organised and focused on the resident's wellbeing. The accommodation remains fit for purpose and the resident's bedrooms are decorated appropriately with the resident's input. The feedback received from residents' support this as they stated that they liked their bedroom, liked the staff and were able to tell or express to staff how they feel. The 2022 inspection found that the residents' personal plans and risk assessments identify their individual care and support needs. The lengthy nature of the plans was however highlighted and have been adapted into an easy read plan as the Registered manager has acknowledged the extent of case records held in the resident's files and how this can be a challenge for newer staff to navigate. Recruitment has been a key area of focus for the senior manager in 2023. This has yielded positive outcomes and the permanent staff team continues to increase. This focus is required to continue to ensure ongoing consistency of key workers. The provision is child centred and provides opportunities for the residents to contribute their views. Staff are skilled at communicating with the residents. As feedback from the residents themselves illustrates, they feel happy, safe and well cared for at the provision.</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>23</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	1
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.	Additional training: Team Teach trainer advanced refresh / Cyber security and GDPR.
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?	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	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.	Violence Against Women, Domestic Abuse and Sexual Violence Autism and behaviours that challenge Cyber security and GDPR Team Teach Advanced Child protection
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	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	4
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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision training Cyber security and GDPR Team Teach Advanced Child protection First Aid Fire safety
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 senior on each shift supported by 5 care workers. Shifts generally run from 14:00-23:00 with a sleep over Wk 1 SCW 1- 43 hours, 2 sleep ins SCW 2 - 51 hours, 3 sleeps SCW 3- 26 hours, 2 sleep ins SCW 4 - 0 hours Wk 2 SCW 1- 25 hours, 1 sleep ins SCW 2 - 29 hours, 2 sleeps SCW 3- 48 hours, 2 sleep ins SCW 4 - 17 hours 1 sleep in Wk 3 SCW 1- 51 hours, 3 sleep ins SCW 2 - 43 hours, 2 sleeps SCW 3- 26 hours, 2 sleep ins SCW 4 - 0 hours Wk 4 SCW 1-29 hours, 2 sleep ins SCW 2 - 25 hours, 2 sleeps SCW 3- 48 6 hours, 2 sleep ins SCW 4 - 16 hours, 1 sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	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	20
No. of posts vacant	5
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	6
Infection, prevention & control	1
Manual Handling	4

Safeguarding	11
Medicine management	12
Dementia	0
Positive Behaviour Management	13
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber security and GDPR Team Teach Advanced Child protection First Aid Fire safety
Contractual Arrangements	
No. of permanent staff	15
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	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)	6
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day staff generally work 7.5 hour shifts over 5 days with every other weekend off. Night staff generally complete 3 x 12 hour a week. There are 5 care staff on each shift (as well as a shift leader), 2 waking night staff and 1 senior sleeping in each night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	7
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator
Filled and vacant posts	
No. of staff in post	1

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	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.	n/a
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Powys County Council
Telephone Number	01597826000

What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	800
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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?	23.50

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?	Our Quality Assurance Framework reflects an approach that is person centred, intelligent, supportive, and balanced regarding engagement with our stakeholders. The principle being outcome focused, supporting people by concentrating on what matters to them and promoting independence to remain in their own homes and communities. Feedback is essential for the service provider and the Responsible Individual (RI) to address any potential issues with quality provision before they escalate and provide evidence to influence improvements in future provision. A Service user quality assurance (QA) questionnaires is distributed across the Provider Services. Completion of the QA is promoted and encouraged from service users, families/carers, or representatives to voice their opinion on the quality of support they have received. In line with our Action Plan. During 2022/23 we received 238 responses from across the Provider Services .

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	easy read information

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.

Our Quality Assurance Framework demonstrates how we engage our stakeholders in the assessment of the services we provide. The Framework reflects an approach that is person centred, intelligent, supportive, and balanced. The principle being outcome focused, supporting people by concentrating on what matters to them and promoting independence to remain in their own homes and communities. Feedback is essential for the service provider and the Responsible Individual (RI) to address any potential issues with quality provision before they escalate and provide evidence to influence improvements in future provision. A Service user quality assurance (QA) questionnaires is distributed across the Provider Services. Completion of the QA is promoted and encouraged from service users, families/carers, or representatives to voice their opinion on the quality of support they have received. In line with our Action Plan, the service user feedback questionnaire has been reviewed and amended prior to distribution in January 2022/23. There has been a reduction in the number of questions with some also reworded or amalgamated to encourage service user engagement through better understanding.

During this the period 2022/23 we received 238 responses recorded in Survey Monkey from across the Provider Services in line with the following direction:

Reablement - at the end of every intervention.
Domiciliary Care – end of an intervention or annually.
Supported Tenancies – annually.
Home Support – annually or end of service provision.

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.

The frontline staff support people, with their wellbeing along with their co-produced personal plans/risk assessments and include family, carers and advocates. Staff provide regular feedback regarding progress or concerns which recorded on the individual electronic record, providing the social worker direct information. They provide access and information to health professionals, providing required support to facilitate and attend appointments. The staff record the tenants support needs in their personal plans and work to their integrated assessments to ensure they get the help they need to keep them well. The staff in Home Support assist individuals to remain at home and be part of their community and retain their social friendships. The focus is on independence, empowerment and improving their quality of health and wellbeing which they carry out through phone calls and when required visits including out of hours response. Accessing information and signposting are important elements within the prevention services, through strong links with the third sector.

The staff remain key to the consistent high level of support provision throughout the work pressures and are highly regarded by the service users and families they support. They continue to be adaptable to an ever-changing landscape of guidance and legislation, whilst allaying the anxieties of the people they support. This is also evidenced through the service user feedback questionnaire and compliments received about the service. Vacancies for frontline staff continues to impact on the contracted support hours but sickness absence remains low, and through the offer of increase in hours for some staff and the use of agency support workers, we are able to provide continuity of care and support to service users. Staff continue to be actively encouraged to develop their knowledge and skills and maintain their mandatory training requirements. monitored by service managers. This enables succession planning to continue, even with the frontline vacancies and increased workload.

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

the services follow the Wales Safeguarding procedures and staff have the app downloaded on phones. Staff undertake mandatory safeguarding training, refreshed every three years monitored by service managers. Safeguarding scenarios are embedded in supervisions and interview process. All staff have a valid DBS in line with Social Care Wales and the National DBS policy. A spreadsheet summarising all reported incidents or near misses across the Provider Services is available for the RI and Operational Managers to have a continual overview, allowing trends to be identified and provide evidence to develop/improve the service. During 2022/23, 87 incidents were reported, Incidents of Violence and Aggression towards support workers accounted for 40%, many relating to personal care where the individual may feel vulnerable and unsafe. However, the multidisciplinary team were quickly involved to help resolve/improve the situations. The Services adhere to PCC Complaints, Concerns and Compliments Policy. This policy affords our service users and their families opportunity to provide compliments or complaints about the support provision. This information is communicated to the service user and their family in the Service User Guide and through a leaflet, both in the Home File. There have been no registered complaints regarding the Services during 2022/23 reporting period. To provide an overview for managers and enable trends to be identified and necessary action taken a summary spreadsheet is maintained. During 2022/23 there were 9 notifications to Care Inspectorate Wales (CIW) 7 were regarding COVID outbreaks in staff across the county. The further 2 notifications related to Staff Plan iConnect and the death of a person using the service. The ongoing involvement of the Provider Services in the EAGER Project demonstrates our commitment to improve the support we provide, and we await information and opportunity to be part of the pilot for the resource

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)	188.43
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	3
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	coaching and leadership compassionate leadership health & safety IOSH people handling risk assessment

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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	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	4
Equality, Diversity & Human Rights	1
Manual Handling	3
Safeguarding	4
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	dementia awareness leadership and management

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
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	4
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

Does your service structure include roles of this type?	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	14
No. of posts vacant	0

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

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

Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	4
Manual Handling	13
Safeguarding	15
Dementia	9
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	team teach Powys Health and Care Academy mentoring leadership and management

Contractual Arrangements

No. of permanent staff	14
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)	12
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 to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	1

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other 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	167
No. of posts vacant	40

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	26
Health & Safety	15
Equality, Diversity & Human Rights	18
Manual Handling	84
Safeguarding	94
Dementia	12
Positive Behaviour Management	17
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Team Teach

Contractual Arrangements

No. of permanent staff	161
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
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)	88
No. of part-time staff (17-34 hours per week)	68
No. of part-time staff (16 hours or under per week)	5

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	148
No. of staff working towards the required/recommended qualification	19

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.	Reablement Support Officers - Project Officer RISCA -To work alongside the team ensure the requirements of RISCA (RISCA) are delivered within adult social care schedulers- administrators

Filled and vacant posts

No. of staff in post	18
No. of posts vacant	0

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

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

Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	12
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	dementia awareness leadership and management

Contractual Arrangements

No. of permanent staff	18
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)	11
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	5

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Shared Lives Powys
Telephone Number	01597826000
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	easy read documentation for people with learning disabilities

People Supported

How many people in total did the service provide care and support to during the last financial year?	18
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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?	In line with Regulation 52, the RI was able to catch up with a couple of the individuals using the service through a telephone call. They were comfortable to chat freely about what they had been doing and it was very obvious from the conversation that individuals were very much part of the family's they were living with. They appeared happy with the contact from the Shared Lives Scheme Office, not intrusive but there when needed. Shared Lives undertake a Quality Assurance feedback questionnaire. The service user feedback questionnaire has undergone a review to ensure it remains current and relevant to gather the views of the individuals using the service.

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.

<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>Improving service provision to achieve better outcomes for service users, their families, and carers, is undertaken through various processes including feedback questionnaires, Responsible Individual (RI) service user engagement visits and management meetings. Our Quality Assurance Framework demonstrates how we engage our stakeholders in the assessment of the services we provide through a systematic monitoring and evaluation of practice, policies, and procedures. The Framework reflects an approach that is person centred, intelligent, supportive, and balanced with the principle being outcome focused, supporting people by concentrating on what matters to them and promoting independence. Governance and quality monitoring are integral within the practice of Shared Lives Powys Adult Placement Registered Service.</p> <p>Sharing a home, family and community life with a shared lives carer allows the individual to get to know and bond with the carer. What matters to the service user, their health and wellbeing in relation to the support being provided through their Shared Lives arrangement is continually monitored to ensure the placement endures. The personal plan is reviewed with the individual three monthly in line with RISCA regulation 14 ensuring their voice is heard and any changes in choice are discussed and noted. The Scheme Officers also keep in regular contact, checking in to ensure all is well with the carer and service user. These contacts are recorded in the electronic record WCCIS.</p> <p>As a family we like to have a laugh and a joke, we all do - it is nice I like living with them, it's the home which I never had. I am happy most of the time, but I had been unhappy for where I was living before. I am smiling lots more now. I like to live as part of a family. I'm having support whilst I make plans about what College I go to and what course I want to do. I can sometimes be quiet and say "I'm not sure" but I am growing in confidence. I am learning to speak up. I want people to listen to me so, I plan out what I want to say with some help from ***. I like to put a list together before my meetings to talk about what is important. I am feeling better in myself, I feel happier, more confident. I feel more in control of my life. **** encourages me to make my own choices, we talk about what I want to do. I haven't self-harmed or felt like I wanted to end my life since living here. I feel understood and happy. I have people I can talk to now.</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>Sharing a home, family and community life with a shared lives carer allows the individual to get to know and bond with the carer. What matters to the service user, their health and wellbeing in relation to the support being provided through their Shared Lives arrangement is continually monitored to ensure the placement endures. The personal plan is reviewed with the individual three monthly in line with RISCA regulation 14 ensuring their voice is heard and any changes in choice are discussed and noted. The Scheme Officers also keep in regular contact, checking in to ensure all is well with the carer and service user. These contacts are recorded in the electronic record WCCIS. In line with Regulation 52, the RI was able to catch up with a couple of the individuals using the service through a telephone call. They were comfortable to chat freely about what they had been doing and it was very obvious from the conversation that individuals were very much part of the family's they were living with. They appeared happy with the contact from the Shared Lives Scheme Officer, not intrusive but there when needed. They also chatted about the Day Services and the ongoing work at day services where some of them attended prior to the pandemic. The RI shared that she understood its importance in routine and catching up with friends and explained post pandemic, they are looking at future opening options.</p>

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

The Shared Lives Scheme comply with All Wales Safeguarding and the duty to report. Carers and Scheme staff have the app downloaded to their mobile devices. Scheme staff and carers complete the mandatory safeguarding training which is refreshed every three years. To help confirm understanding, Safeguarding is explored during the assessment and application process, utilising safeguarding scenarios from Social Care Wales website (resource and guidance), with continued success. Friendships and relationships are important to everyone. Shared Lives carers are given information about a person's outcomes, particular needs and wishes, and a copy of their Personal Plan. This tells them about relevant friendships, relationships and interests the person already has, and about their hopes and wishes for the future. The Shared Lives carer can then support the person in the way that the person wants. However, if at any time the person's Shared Lives carer(s) becomes concerned that the person may be involved in an abusive friendship or relationship, the safeguarding implications will be discussed with the person and the Shared Lives carer will report in line with the Wales Safeguarding Procedures. They will then inform Shared Lives Powys or Emergency Duty Team. The Scheme must notify the Regulator of any events listed in Schedule 3 under Regulation 41 of Parts 2 to 16 of the Adult Placement Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019. A summary sheet of notifications to provide an overview for the RI and Scheme staff is maintained by the Project Officer RISCA in the Adult Social Care Delivery Team SharePoint site. This enables trends to be identified and necessary action can then be taken. The RI is also able to access the notifications on the CIW website. The Scheme has submitted 19 notifications to Care Inspectorate Wales (CIW) under Regulation 41 for 2022/23. There were 9 notifications of COVID-19, of which 2 related to Scheme staff members and 7 related to a service user or carer. In all cases Welsh NHS and WG guidance was followed. A further 10 notifications related to safeguarding. In each case the Scheme worked with the individual, carer and multidisciplinary team to find resolution to the situation. All staff and carers working with the Scheme have a valid enhanced DBS ensuring the Shared Lives Scheme is compliant with Social Care Wales and the National DBS policy. There have been no lapses in compliance during 2022/23.

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)	3.89
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	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.	Understanding Autism VAWDASV (Level one) Cyber Security and GDPR Medication Awareness Lvl 1 Shared Lives Plus Annual Conference
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
Senior social care workers providing direct care	

Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	<p>Shared Lives Scheme Officer x2 To recruit, assess, train, support and monitor Shared Lives Carers providing support and accommodation, on a long or short term basis, in their own home, to vulnerable adults within Powys. Match Shared Lives Carers with potential service users and facilitate introductions between all parties. Monitor arrangements to ensure the satisfaction of all parties. Work within council policy and procedures and the Regulation and Inspection of Care Act 2016(RISCA).</p> <p>SLP Carer Development Officer x1 Work with approved Shared Lives (SL) carers and SL carer applicants to develop their knowledge skills and understanding in line with best practice and the Regulation and Inspection of Care Act 2016(RISCA).</p> <p>RISCA 2016 Officer Work alongside the team delivering services with Care Inspectorate Wales. To ensure the requirements of Registration and Inspection Act 2016(RISCA) are delivered for implementation with registered services in Adult Social Care</p>
Filled and vacant posts	
No. of staff in post	4
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	1
Manual Handling	0
Safeguarding	4
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
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	3
No. of staff working toward required/recommended qualification	1