

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:	Rhondda Cynon Taff County Borough Council Adults and Children's Services
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The provider was registered on:	06/09/2018
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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:	Ty Brynna	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	05/07/2022
	Responsible Individual(s)	Mandy Meredith
	Manager(s)	Judith Protheroe
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service

RCTCBC Support @ Home Service (Home Care, Intermediate Care and Rehabilitation Service) and Supported Living	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/09/2018
Responsible Individual(s)	Mari Ropstad
Manager(s)	Andrea Gibson, Susan Lambert, Alison Field, Paul Stephens
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

Cae Glas	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Christina Meecham
Maximum number of places	39
Service Conditions	There are no conditions associated to this service

Cydach Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/09/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Annette Hopkins
Maximum number of places	35

Service Conditions	There are no conditions associated to this service
Ferndale House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Laura Andrei
Maximum number of places	26
Service Conditions	There are no conditions associated to this service

Garth Owg	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/09/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Jennifer Daye
Maximum number of places	30
Service Conditions	There are no conditions associated to this service

Parc Newydd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Ruth Picton, Ruth Picton
Maximum number of places	36
Service Conditions	There are no conditions associated to this service

Pentre House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/09/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Victoria Taylor, Tania Derrick, Tania Derrick
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

Tegfan Resource Centre	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Lisa Williams
Maximum number of places	46
Service Conditions	There are no conditions associated to this service

Troed Y Rhiw	
Service Type	Care Home Service

Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Elaine Cable
Maximum number of places	24
Service Conditions	There are no conditions associated to this service

Ystrad Fechan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/09/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Nicola Morgan
Maximum number of places	24
Service Conditions	There are no conditions associated to this service

Cwyl Wen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Luke Giles
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Beech Cottage	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Debra Jones
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ystrad Fechan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/10/2018
Responsible Individual(s)	Caroline Bow
Manager(s)	Leah Sullivan
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Nantgwyn	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/09/2018
Responsible Individual(s)	Mandy Meredith
Manager(s)	Gareth Evans

Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Beddau Community Home	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/09/2018
Responsible Individual(s)	Mandy Meredith
Manager(s)	Nicola Howard
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Bryndar	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	06/09/2018
Responsible Individual(s)	Mandy Meredith
Manager(s)	Carol Booth
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Nb 1 Belle Vue	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/02/2019
Responsible Individual(s)	Caroline Bow
Manager(s)	Leah Sullivan
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Carn ingli Childrens Home	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/10/2019
Responsible Individual(s)	Mandy Meredith
Manager(s)	Laura Elizabeth Parry
Maximum number of places	2
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	<p>All new staff undertake and complete the induction Framework . This leads them on to completion of their qualification within care to meet registration .</p> <p>A matrix is devised to ensure all staff receive up to date training in line with regulations and to ensure staff are adequately trained to safely meet the diverse needs of residents.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The organisation has simplified the application process to support recruitment .</p> <p>The service has taken part in job fairs , also organisation has developed and implemented a Workforce Strategy to support recruitment and retention.</p> <p>The service also utilises organisation Apprenticeship scheme</p>

Service Profile

Service Details

Name of Service	Beddau Community Home
Telephone Number	01443202600
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	English language with some welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Wrap around garden, providing lawn and patio area
Provide details of any other facilities to which the residents have access	A garden room/ well- being hub is being developed in the garden area to provide an outdoor area that provides space for individual activities, key working, therapy sessions.

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>On the whole Children and young people accessing services at Beddau feel that their voices are heard and are offered opportunities to engage and participate in their care. Children and young people experience inclusion in decision making.</p> <p>Beddau has a number of arrangements in place to ensure that all children and young people are encouraged and supported to voice their opinions and views on issues that matter to them. This includes, but is not limited to, the use of questionnaires, participation in meetings, key working sessions and engagement in Regulation 73 visits by the RI. Children and young people can be seen to be listened to, and wherever possible their views are acted upon.</p> <p>All choices and preferences are included in the individuals personal plan and form the basis of the care and support provided by staff. By engaging children and young people in this way, Beddau has ensured that their individual voices are heard, and children and young people are afforded some control over their lives.</p> <p>All children receive an active offer of an advocate, who undertake a visiting Advocacy service to the home. Children and young people are aware of how to raise concerns and complaints and are empowered to do so.</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 staff team at Beddau can be seen to work in collaboration with other services to ensure that children and young people receive care and support that promotes their well-being and development. The home ensures that access is provided to educational resources, promotes healthy lifestyle choices, and creates opportunities for social inclusion. Support for emotional wellbeing and safety has been provided in collaboration with specialist services to ensure that needs are met.</p> <p>Work with the Education service and individual schools will continue to address the educational needs of children and young people at the home, and it is hoped that this will achieve an improvement in the provision of school-based education. While this work is ongoing the home will continue to support home based educational experiences and virtual learning.</p> <p>On the whole children and young people can be seen to be happy, and have their needs met across all well-being and development domains. They are supported by a committed team who promote healthy habits and positive behaviours as a part of their day to day lives, encouraging the development of their knowledge skills, emotional wellbeing, and social connections</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safety and protection of individuals receiving care and support at Beddau is prioritised. The home provides an environment where children and young people feel that they are on the whole, safe, secure and protected from abuse and neglect. This is achieved through a number of practices, including matching placements through an assessment of the needs of the individual and group before commencement of service. Matching is also monitored throughout the placement to ensure that individuals remain safe, and their needs can be met.</p> <p>There is compliance with Safeguarding policies and practice at the home. Policies establish clear guidelines and procedures to prevent and respond to any form of abuse or neglect. Policies cover all aspects of operation, including recruitment, training, supervision reporting and intervention. Staff are aware of these and have access to clear reporting guidelines, both at the home and in digital formats.</p> <p>There are robust recruitment and selection practices that are supported by HR. These include all background checks as highlighted in RISCA. Internal induction, and formal induction highlight safeguarding duties, including recognising signs of abuse and neglect, response procedures, reporting mechanisms. This training is ongoing and equips staff with the skills and knowledge required to create a proactive culture of safeguarding within the home.</p> <p>Information in relation to reporting concerns is also contained within the Statement of Purpose, and Children's Guide. These provide contact information to enable children and families to raise a concern, in confidence. Monitoring and oversight, including management and RI oversight ensure compliance with safeguarding practice and policy. Mechanisms used for monitoring include, but are not limited to, internal audits, consultation during RI visits, and staff supervision. Feedback from families and professionals is also encouraged to identify areas that can be improved, and to ensure a collaborative approach in relation to safeguarding. Positive relationships within the home enable individual key working sessions and group discussion. Beddau are providing age appropriate information on rights, personal safety, and avenues for seeking help.</p> <p>Beddau implements safeguarding policies and protocols. Staff clearly understand their roles and responsibilities in relation to the identification and reporting of concerns. This provides a safe environment for children and young people.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The living environment at Beddau is positive and reflects the preferences of the children and young people receiving care and support in the home. The house has been found to be clean and well maintained, with modern high-quality furnishings and decoration, which promote well-being. Refurbishment works to the home have ensured that the environment is safe, and best supports the well-being of individuals receiving care and support. Further works are planned to further enhance the accommodation.</p> <p>Overall, the environment at Beddau can be seen to support children and young people's well-being, through prioritising a quality environment that meets individual preferences.</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>12</p>

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

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

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	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Manager Briefings/Cyber Ninjas – Cyber security</p> <p>Dealing with conflict</p> <p>Disability Related Sickness Absence</p> <p>Long term sickness Absence</p> <p>Maximising Attendance</p> <p>Notification and Certification</p> <p>Reasonable adjustments, workplace adjustments and rehabilitation.</p> <p>Returning to work</p> <p>Welfare visits</p> <p>Short term sickness absence – frequent absences</p> <p>Key Policies – Induction Checklist</p> <p>Violence against women, domestic abuse and sexual violence.</p>	
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
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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF LEVEL 5 / Cyber Ninjas- Cyber Security / Violence Against Women, domestic Abuse and Sexual Violence
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
<p style="text-align: center;">Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.30am -3.30pm - 3pm -11 pm - sleep in duties when required. There is 1 senior in post working 37 hours per week and as such the shift pattern is arranged in line with children and young peoples needs
<p style="text-align: center;">Staff Qualifications</p>	
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
<p style="text-align: center;">Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p style="text-align: center;">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 style="text-align: center;">Filled and vacant posts</p>	
No. of staff in post	12
No. of posts vacant	1
<p style="text-align: center;">Training undertaken during the last financial year for this role type.</p> <p style="text-align: center;">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	2
Safeguarding	5
Medicine management	7
Dementia	0
Positive Behaviour Management	5
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Section 31 / First Aid/ Fire training/ ligature awareness and removal/ AWIF/ CORE/ QCF level 3 / Advocacy/ Violence against women/ dealing with conflict/ Person centred practice
<p style="text-align: center;">Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	32
No. of Non-guaranteed hours contract (zero hours) staff	2
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.30am - 3.30pm - 3pm- 11pm. 10.30pm -7.30am S leep in duties as required. Average of 3 staff per shift
<p>Staff Qualifications</p>	
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	5
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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	0
No. of staff working toward required/recommended qualification	0
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.	Clerk - Carry out the administrative tasks at the home
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	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

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

Service Profile

Service Details

Name of Service	Beech Cottage
Telephone Number	01443479907
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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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?	100

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?	Quality Assurance Questionaire Regulation 73 Visits Unannounced inspections Review meetings

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?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The house has an external gardens with seating areas , raised planters .
Provide details of any other facilities to which the residents have access	Social outings arranged as part of pre stay documentaton incorporating their choices of social events.

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

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	None

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.	Individuals voices are heard , choices about their care and support and opportunities are available by the means of coffee mornings, meetings with individuals , Quality Assurance questionnaire , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we consult with individuals accessing the service.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Individuals are supported to maintain their ongoing health , development and overall well being by communicating with key individuals such as family members , carers and professionals regarding health intervention such as GP'S , Speech and Language team , Occupational Therapist , Clinical nurses, psychologists etc. Input from professionals are recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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)	5
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	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 awareness TEAACH Training
	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	3	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	4	
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	5
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy awareness Fire Awareness Cyber Ninja Training

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	3
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)	4
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.	7.00 am - 15.00 pm 15.00 pm - 22.00 pm 22.00 pm - 07.00 am Sleep in duties 22.00 pm - 7.00 am
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
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.	Admin assistant - Informs relatives of bookings , or dering of provisions , payment of invoices , data inf or mation required by the organisation , archiving of information. Casuals - Provides direct care in line with individual s plans and risk assessments.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Admin Assistant - Cyber Ninja Training , WICCIS , ordering of provisions. Casual assistant - Fire Awareness, Epilepsy awareness , Peg feeding etc.
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	3
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	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Bryndar
Telephone Number	01685874365
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?	7
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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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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 lawn garden surrounding the home.
Provide details of any other facilities to which the residents have access	Bryndar has a large play room/ gym inside the property. It also has a private room which is used for therapy sessions, key-working, meetings or quiet time. While internal to the home, this room is separate from the communal areas, and as such provides confidentiality and dignity to those using it.

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>As a long-term provision, the staff team can be seen to have built strong relationships with children and young people, in which their voices are heard, and their choices are actioned. Children and young people can be seen to be supported in making decisions about their day to day lives.</p> <p>The home can be seen to provide person centred care that has the capacity to place the individual at the centre of their care and support, whilst living in a group environment, this ensures that at their needs, preferences, and goals are considered on an individual level.</p> <p>The level of consultation that takes place and the input that children and young people have clearly shows that they have choices, and their views and opinions are listened to. This together with the opportunities facilitated by the home which enable children and young people to experience their personal ambitions and goals, can be seen to promote well-being and provide a good quality of life.</p> <p>The visiting Advocacy service to the home provides further opportunities for those receiving a service at Bryndar to realise their rights, and have a voice in their care and support, should they wish to gain further support from outside of the service.</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 and young people living at Bryndar receive positive care and support which promotes their well-being and development.</p> <p>In collaboration with a wide range of services, the team work to ensure that Children and young people are supported to maintain their ongoing health, development, and overall well-being. This includes intellectual, social, and behavioural development.</p> <p>Progress made in each domain is evidenced within everyone's personal file, and there is clear evidence at the home that children and young people feel supported by the team. Achievement is celebrated at the home and individuals are encouraged to recognise their own strengths and progress, helping to build self-esteem and confidence.</p> <p>Bryndar aims to support and encourage young people to engage in activities that help them. Activities are arranged to meet the personal interests of children and young people and support their development in relation to their individual needs.</p> <p>Feedback from those receiving care and support at Bryndar is on the whole positive and children and young people report feeling positive about their progress and achievements while living at the home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people are experiencing good quality care in Bryndar. Feedback from children and young people indicates that they feel safe and protected. Individuals are aware of their rights and ability to make complaints or representations.</p> <p>Bryndar has robust safeguarding procedures in place to ensure that all children are safe and protected. Safeguarding measures are seen to be understood and complied with by the team. Managers and staff are aware of the mechanisms in place to escalate concerns if they deem necessary. Bryndar has a strong culture of safeguarding which creates a safe and supportive environment for children and young people living at the home.</p> <p>The home has clear policies and procedures in place, including systems for reporting and responding to concerns. These include, but are not limited to:</p> <ul style="list-style-type: none"> • Safe recruitment • Probation period • Induction of new staff • Safeguarding training, at induction and beyond • Supervision • Matching assessments process for children and young people requiring a service • Risk assessments and risk management plans • Whistleblowing policy and procedure <p>Safe recruitment is managed through the Human Resources Department. Following appointment all staff are placed on a six-month probation period to ensure that they can carry out their role safely. Staff receive an induction, with the homes using the Social Care Wales, AWIF induction process. Staff undertake the All-Wales Induction Framework following a local induction. This includes safeguarding, first aid, person centred practice, manual handling, fire safety and human development.</p> <p>Staff experience good support from their manager and senior staff who make themselves available often out of office hours, operating an on-call system for the home. There is good evidence that the manager understands the individual needs of each young person and the skills of staff to enable them to get the best balance of care and support to meet each child's needs.</p>

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

Bryndar provides a good level of space and privacy for each child and young person living at the home. While the property is a large, it has been developed to be homely in its decoration and design. The home has been decorated with an understanding of the impact of the environment on everyday life, where home and workplace must co-exist.

The home has several communal areas, entrance hall, large lounge, playroom, dining room, kitchen, small training kitchen and a beach themed quiet room. There is evidence of equipment at the home that supports children and young people in their learning and leisure activities. The home has a range of resources, such as books, games, iPad, and gym equipment.

Each child has their own bedroom and access to a shower, bathroom and two toilets in either end of the home. Children and young people are encouraged to decorate their bedrooms in the colour they want and are provided with opportunities to go out and purchase bedding and accessories which reflect their individuality. All bedrooms have locks on the doors. This allows children and young people to use a thumb lock to lock their rooms from the inside, affording them privacy. Staff have a master key to bedrooms, should access be required in an emergency.

The environment at Bryndar is designed to meet the physical and emotional needs of children and young people living at the home. The team ensure that children and young people are actively engaged in the home and that their contributions are listened to and actioned. Emphasis is placed on children and young people personalising the rooms and contributing to the overall design of the home.

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)	16
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ligature Awareness and removal / Physical Intervention / Social Stories / Cyber Ninjas / Sickness absence management

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
---------------------------------------------------------	----

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
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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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
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.	Trauma Recovery Model / Ligature Awareness and removal/ Fire Awareness / Step up to Management / QCF Level 5

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

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.	7.30 am - 3.30pm 3pm -11pm - Sleep in duties when required - Average staff 1 per shift
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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	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
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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	16
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	5
Equality, Diversity & Human Rights	7
Infection, prevention & control	0
Manual Handling	7
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	10
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model / Ligature Awareness and removal / ACES / Sexual Exploitation / First Aid at Work / Fire Awareness / AWIF / CORE / QCF Level 3
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	12
No. of Non-guaranteed hours contract (zero hours) staff	3
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.	7.30am -3.30pm 3pm -11pm 10pm -7am Sleep in duties when required. Average number of staff on shift - 3
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	10
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	

No. of staff in post	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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work / Moving and Handling
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Clerk - To carry out the administrative duties of the home
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety and Awareness / Moving and Handling
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Cae Glas
Telephone Number	01443841234
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	37
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
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The maximum weekly fee payable during the last financial year?	752.00
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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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings Residents Meetings

Service Environment

How many bedrooms at the service are single rooms?	39
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?	7
How many communal lounges at the service?	7
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gardens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Arrange social events within the local and wider community also have access to the grounds which individuals are supervised due to diagnosis of Dementia. Caeglas Resource Centre is located in Hawthorn in the Taff Ely area and close to a retail park , restaurants , shops and local amenities and close to Pontypridd Town Centre

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>	
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.	Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulation 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.

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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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)	44

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

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

Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Conflict Management
Contractual Arrangements	
No. of permanent staff	44
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	3
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)	32
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Cyber Ninja Training
Contractual Arrangements	
No. of permanent staff	44
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	3
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)	32
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	40
No. of posts vacant	9
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	1
Dementia	5
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene First Aid Fire Awareness Sepsis
Contractual Arrangements	
No. of permanent staff	44
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	3
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)	32
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.	7.20 am - 14.50 pm - 5 staff per shift 14.40 pm - 22.10 pm 5 staff per shift 22.00 pm - 7.30 am - 4 staff per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	44
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	3
<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)	12
No. of part-time staff (17-34 hours per week)	32
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Catering staff</p>	
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	6
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness

Contractual Arrangements

No. of permanent staff	44
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	3

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)	32
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individual's plans and risk assessments. Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc.

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	3
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Hygiene Fire Awareness

Contractual Arrangements

No. of permanent staff	44
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	3

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)	32
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Carn ingli Childrens Home
Telephone Number	01443744044
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?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
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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
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Key working Progress meetings CLA reviews Family and professional Questionnaires Regulation 73 visits Quality Assurance Questionnaires Daily discussion due to small nature of the service Advocacy Service
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Service Environment

How many bedrooms at the service are single rooms?	2
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How many bedrooms at the service are shared rooms?	0
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How many of the bedrooms have en-suite facilities?	0
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How many bathrooms have assisted bathing facilities?	0
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How many communal lounges at the service?	2
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How many dining rooms at the service?	1
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Provide details of any outside space to which the residents have access	There is a large patio garden to the rear of the home and a smaller grassed garden at the front
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Provide details of any other facilities to which the residents have access	The home utilises a garden room, which has been developed to provide a space for arts and crafts, individual key working, and support area for children and young people who wish to spend some time alone, engaged in activities. The garden to the back of the home offers some privacy and has been well designed for leisure and play. There is sufficient equipment in this area, to allow for communal activities. The garden to the front of the house is well maintained but not used for activity. There is equipment for children and young people to support their leisure and learning activities within the home. These include computers, iPad, books, and games. The garden room is well stocked with materials for arts and crafts and messy play and provides a safe area for children and young people to express themselves.
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Communicating with people who use the service

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

Children and young people living at Carn Ingli feel heard and are encouraged to express their views and opinions. Consultation with children and young people is positive and influential in the development of the service, and children and young people's lived experience while at the home.

All children and young people have a personal plan which is developed with them and identifies the desired outcomes of their time living within Carn Ingli, in addition to any longer-term aspirations that the individual may have. This document has been developed in collaboration with children and young people who have made suggestions on how it should look and what they feel should be included.

The formal and informal arrangements for consultation, together with access to the advocacy service is positive, as it enables children and young people different avenues to feel and be heard. This enhances engagement and enables choice and control in the care and support received. Advocacy is available to all children and young people receiving care and support at the home. Tros Gynol Plant provide an advocacy service which promotes the voice and rights of children and young people and provides a direct visiting and telephone service to those who require the service.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Staff at Carn Ingli work in collaboration with other services to ensure that children and young people living at the home are happy and supported to maintain their ongoing health, development, and overall well-being. This includes intellectual, social, and behavioural development.

Staff receive training to ensure their understanding of the impact of trauma on individuals, and to support their interventions when children and young people are experiencing a crisis. While this work is challenging, the staff team can be seen to provide nurture, stability, and safety in their provision of care and support, they are attentive and attuned to the needs of those they care for. This is reflected most clearly from the responses of those who have received care and support from the team.

The overall well-being needs of children and young people receiving a service from Carn Ingli are met. Feedback from children and those involved in the service is positive. Within Carn Ingli all children have access to assessment, review, advice, and support.

The home provides trauma informed care and support. This approach is embedded in practice, offering unconditional acceptance, and focus is on making the child or young person feel safe. This enables supportive relationships to be developed, within the home and within the wider community. There is a focus on developing relationships that promote a sense of belonging, which can counteract or reduce feelings of isolation. This is further promoted through support from the home to access community based activities of interest.

The home works closely with other agencies and specialist services to ensure that the ongoing health development and overall well-being outcomes are met. Personal Plans are in place for each individual, ensuring that risks are acknowledged, and mitigated with a focus upon positive strengths. Personal plans focus on the well-being outcomes of the individual and plan for the achievement of these. Children and young people can be seen to make progress and feedback highlights that they are happy within the service.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children and young people living at Carn Ingli feel safe and are protected from abuse and neglect. Matching stays at the home is seen as a key component of protecting children and young people and this is conducted prior to, and during stays at the home, to ensure safety and compatibility.</p> <p>There are several arrangements in place, to ensure that the welfare and well-being of children and young people is promoted. There is a clear culture within the home that safeguarding children and young people is everyone's responsibility. Measures are in place to ensure that safeguarding is a priority. These include, but are not limited to:</p> <ul style="list-style-type: none"> • Safe recruitment • Probation period • Induction of new staff • Safeguarding training, at induction and beyond • Matching assessments process for children and young people requiring a service • Risk assessments and risk management plans • Whistle blowing policy and procedure <p>Staff appointments are conducted in line with regulatory requirements prior to the appointment being confirmed. The Human Resources department manage all checks in relation to DBS and references. Newly appointed staff who have been cleared, are subject to a probationary period of six months. All newly appointed staff receive a local induction into the home. This enables them to learn about the safety processes within Carn Ingli itself, in addition to the RCT procedures that they will be required to follow. At this point staff are enrolled onto the AWIF programme, which provides formal training opportunities, in addition to support provided by managers.</p> <p>Safeguarding training and awareness raising, supports staff to understand their roles and responsibilities in promoting the welfare and well being of children and young people. Training in this area covers recognising the signs of abuse or neglect, and the duty to report concerns under safeguarding procedures. Safeguarding training is updated regularly and is evidenced in the training matrix at the home.</p> <p>Safeguarding policies and procedures are available to staff, in both digital and hard copy. These support and reinforce the training received by staff. They give clear guidance on safeguarding concerns and how these are to be reported appropriately. The policies and procedures are reviewed and updated as necessary.</p> <p>Children and young people have access their people outside the home, such as social workers, advocacy and other professionals who can provide support if required.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Carn Ingli has been designed to provide care and support to up to two young people who require trauma informed care and assessment.</p> <p>The home is well maintained, and the staff team can be seen to have pride in the environment, responding swiftly and effectively to issues that arise. Children and young people are encouraged to personalise the living areas of the home and their personal works are displayed throughout the home. This can be seen to promote a sense of belonging, and well-being.</p> <p>Children and young people are seen to be engaged in numerous activities, both inside and outside the home. Within the home there are a variety of materials and equipment that promote interest and play, which are regularly replaced or updated to support interest. Access to the community is encouraged and can be seen to promote both physical activity and social engagement.</p> <p>Outside space at the home is designed to provide an area for leisure and play. The garden to the rear of the home is developed and equipped to achieve this. When the development of the front garden is achieved it will enhance the privacy of those living at the home and promote more use of the area at the front of the home.</p> <p>Overall, the environment at Carn Ingli can be seen to support the well-being of children and young people living at the home, as it protects the dignity, privacy, and confidentiality of individuals, while providing a warm, nurturing, and safe place to live.</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) 7

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	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.	Ligature Training/ MAPPs/ Managing and Understanding risks and complex behaviour/ Domestic Abuse/ Language of Trauma/ Exploitation and substance misuse/ Child exploitation and the importance of language/ creative play / social stories
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Deputy service manager

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

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

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

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	2
Manual Handling	0
Safeguarding	2
Medicine management	2

Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5 / Path and Mapp /Aces Awareness/ Section 31 / Embedding Learning into Practice / Ligate Awareness and Removal / Visit Leader and Water Safety /Physical Intervention
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.	7.30 -3.30 am / 3pm -11pm / sleep in duties as required. 1 Senior staff per day
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	7
No. of posts vacant	6
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	4
Health & Safety	8
Equality, Diversity & Human Rights	4
Infection, prevention & control	4

Manual Handling	4
Safeguarding	4
Medicine management	5
Dementia	0
Positive Behaviour Management	4
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model / Fire Awareness / AWIF / CORE / LEVEL 3 QCF Children and Young People/ Level 4 QCF -Preparing for leadership and management/ Social Stories/ Emergency First Aid / Exploitation and substance awareness/ Water Safety / Ligation awareness and removal / ELSA
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	21
No. of Non-guaranteed hours contract (zero hours) staff	5
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.	7.30am -3.30pm 3pm-11pm 10.30pm - 7.30am Sleep in duties when required. Average of 3 staff per shift
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	4
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

Clwyd Wen

Telephone Number	01443238592
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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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?	100

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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings.

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?	1
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	The house has an external gardens with seating areas, raised planters.
Provide details of any other facilities to which the residents have access	Social outings arranged as part of pre stay documentation incorporating their choices of social events.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Individuals voices are heard , choices about their care and support and opportunities are available by the means of coffee mornings, meetings with individuals , Quality Assurance questionnaire , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we consult with individuals accessing the service.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Individuals are supported to maintain their ongoing health , development and overall well being by communicating with key individuals such as family members , carers and professionals in regards to health intervention such as GP'S , Speech and Language team , Occupational Therapist , Clinical nurses, psychologists etc. Input from professionals are recorded in the individual's provider plans.

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

All staff are trained in Safeguarding and any reports and concerns raised regarding individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.

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

All provider plans are outcome based to support the well being and achievements of individuals.

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)

6

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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	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.	Epilepsy Awareness Peg Feeding Cyber Ninja
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	0
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
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	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	8
Safeguarding	7
Medicine management	8
Dementia	1
Positive Behaviour Management	8
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Epilepsy Awareness Peg Feeding ASD Awareness Assisted Eating and Drinking
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	7
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.	7.00 am - 15.00 pm 15.00 pm - 22.00 pm 22.00 pm – 07.00 am Sleep in duties 22.00 pm - 7.00 am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	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.	Administrative assistant supports the respite services Casual Care assistants - provides direct support in line with provider plans to individuals with a Learning Disability .
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Admin Assistant - Cyber Ninja Training , WICCIS , ordering of provisions Casual assistant - Fire Awareness, Epilepsy awareness , Peg feeding etc.

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Clydach Court
Telephone Number	01443 433283
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	43
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	752.00

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	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced inspections Review meetings Resident Meetings

Service Environment

How many bedrooms at the service are single rooms?	35
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	6
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gar dens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Clydach Court is located in the Rhondda and close to local shops and amenities.

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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.	Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulation 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.
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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised regarding individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.

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

All provider plans are outcome based to support the well being and achievements of individuals.

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) 31

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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Awareness Cyber Ninja Training Oral hygiene

Contractual Arrangements	
No. of permanent staff	46
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	35
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
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.	First Aid Fire Awareness Oral Hygiene Cyber Ninja Training Arthritis Awareness

Contractual Arrangements	
No. of permanent staff	46
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	35
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	33
No. of posts vacant	4
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	9
Safeguarding	0
Medicine management	7
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	46
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	35
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.	7.20 am - 14.50 pm - 7 staff per shift 14.40 pm - 22.10 pm 7 staff per shift 22.00 pm - 7.30 am - 5 staff per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	3
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
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	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid

Contractual Arrangements

No. of permanent staff	46
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4

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

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	35
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Catering staff

Does your service structure include roles of this type?	Yes
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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	6
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	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Awareness

Contractual Arrangements

No. of permanent staff	46
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4

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

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	35
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individual plans and risk assessments. Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc.

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	4
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid

Contractual Arrangements

No. of permanent staff	46
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4

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

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	35
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	3

Service Profile

Service Details

Name of Service	Ferndale House
Telephone Number	01443 730614
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	27
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	752.00

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?	Quality Assurance Questionaire Regulation 73 Visits Unannounced Inspections Review Meetings Residents Meetings

Service Environment

How many bedrooms at the service are single rooms?	26
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?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gar dens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Ferndale is located within the heart of Ferndale and residents can access the local shops and ammenities.

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.	Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulation on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.
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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised regarding individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	28
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid Public Health Wales Manager's training day . Leadership Training Respiratory Training

Contractual Arrangements

No. of permanent staff	38
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	8

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)	33
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

No. of permanent staff	38
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	8

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)	33
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Other supervisory staff

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

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Registered nurses

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	27
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	7
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
<p>Contractual Arrangements</p>	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.20 am - 14.50 pm - 4 staff per shift 14.40 pm - 22.10pm 4 staff per shift 22.00 pm - 7.30 am 4 staff per shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0

No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individual's plans and risk assessments. Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc.
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	4
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
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	8
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Details

Name of Service	Nantgwyn
Telephone Number	01685871687
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?	29
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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?	Review meetings Regulation 73 visits Quality Assurance questionnaires 'My say' questionnaires Emoji cushions Digital consultation - Pictorial

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
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	Large garden, with lawn and patio area, garden play equipment,
Provide details of any other facilities to which the residents have access	The home has a fully equipped sensory room, with toys games and books. There are a wide range of outdoor activities within the local community and participation in these is encouraged to enable children to experience new opportunities. Nantgwyn uses a strength-based approach to care and can be seen to actively engage children in experiences that have often been difficult for them to access. Children can visit parks, shops, soft play, leisure centres and other activities in the community that are of interest to them.

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Nantgwyn is a positive service that recognises the importance of hearing the voices of those who receive respite support and short breaks at the home. Nantgwyn recognise that every child and young person has a right to participate in decisions that affect their lives. They achieve this through the provision of an inclusive environment, where children and young people receiving respite support and short breaks, can express their views, through a variety of communication tools. The home provides support to children and young people with a disability, and 70% of those currently receiving a service have communication differences or are non-verbal. In view of this arrangements are in place to ensure that communication is accessible and meets needs. The home uses 'emoji pillows' to support the communication of feelings and emotions, likes, dislikes and levels of satisfaction. They also utilise digital programmes of support to enhance understanding of the sequencing of events and to gain views from those who are not able to verbally communicate their needs. There are also arrangements in place to ensure that consultation can take place, which supports engagement in the respite and short break service. These include:

Formal arrangements for consultation include: Individual Reviews, Consultation questionnaires, Individual key working sessions, My Say and My Point of View documents and engagement in Regulation 73 visits with the RI.

Regular evaluation and feedback is sought from families and a variety of specialist agencies, to support in the evaluation of the service. Feedback and consultation supports the home in evaluating their practices to ensure that individuals voices are effectively heard and respected. Feedback from individuals, parents and other stakeholders has been positive.

Children and young people are actively involved in making decisions about their respite stays, in relation to where they will sleep, activities they would like to participate in and what they would like to eat. All of these decisions are inclusive, of the individual and heard. The home action's individual choices to ensure positive opportunities are provided.

<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 home works in collaboration with a multi-agency team, bringing together practitioners from various specialisms to ensure that comprehensive respite and short break support can be provided. Support focuses on the well-being outcomes for children and young people, using a strengths-based approach which recognises each person's unique abilities. Nantgwyn creates an environment that is inclusive and addresses the holistic needs of individuals. They achieve this through providing support for physical, emotional and social well-being.</p> <p>To provide effective care and support, that can meet the unique needs of those accessing the service Nantgwyn practices a PACE approach to care. This model involves four elements, Playfulness, Activity, Curiosity and Empathy. This approach to support creates a supportive and nurturing environment that promotes well-being. Children and young people have a personal plan which identifies individual well-being outcomes and supports the achievement of these. There is active engagement in community-based activities, that promote social and behavioural development and inclusion. Children and young people are observed to be valued and respected. This is evidenced at the home through the development of individualised respite stays that take account of individual needs and preferences which respect personal choice.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Nantgwyn prioritises protecting children with a focus on safety and minimising risk. The staff at Nantgwyn are alert to safeguarding issues and are knowledgeable and competent at following procedures and protocols in reporting concerns.</p> <p>There is a clear culture within the home that safeguarding children and young people is everyone's responsibility. Measures are in place to ensure that safeguarding is a priority. These include, but are not limited to:</p> <ul style="list-style-type: none"> • Safe recruitment • Probation period • Induction of new staff • Safeguarding training, at induction and beyond • Matching assessments process for children and young people requiring a service • Risk assessments and risk management plans • Whistleblowing policy and procedure <p>Nantgwyn has robust safeguarding procedures in place to ensure that all children are safe and protected. Safeguarding measures are seen to be understood and complied with by the team and are supported by the HR department who facilitate recruitment procedures.</p> <p>Feedback is regularly sought from individuals, families and professionals in relation to the care and support provided by the home. Responses to this have been positive. The Statement of Purpose and Children's information provide details of how a concern can be raised. The home also utilises a visiting Advocacy service to provide support to those who require it.</p> <p>Positive training opportunities are available to the team, which ensure that they are able to apply the most current information and knowledge to their roles. This has been supported by the home manager who has actively promoted team cohesion and learning.</p> <p>Regular monitoring of practice is undertaken by the manager of the home and RI to ensure that practices are safe and that staff work in compliance with current policy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Nantgwyn provides a positive environment that meets the needs of children receiving respite care and support. The home provides a clean and comfortable environment that supports individuals to meet their personal outcomes. Bedrooms are personalised for each respite stay, with children and young people having their favourite bedding, toys and equipment available. The home is accessible, and designed to meet the needs of individuals who experience mobility issues, ensuring that spaces are safe and easy to navigate. The house is comfortable, with living spaces that promote individual preferences, and enhance group engagement. Children accessing the service have access to the community and are able to engage in activities that are meaningful to them and are in line with their personal choices and interests.</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) 12

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	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.	Neuro development / Domestic Abuse/ Data Protection/ Working with Hostile Parents
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	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Coercive control • Halcion training • Embedded learning • Elsa training • Trauma Recovery Model • Managers briefing • Cyber ninja training • Emergency First Aid at Work
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
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.	7am - 2.30pm - 2pm - 10pm Sleep in duties as and when required.
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	11
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	8
Safeguarding	9
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model / Fire Awareness/ Gastro feeding / AWIF / CORE / QCF LEVEL 3
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	9
No. of Non-guaranteed hours contract (zero hours) staff	6
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Morning shift: 07:00 –10:00 Afternoon shift: 14:00 – 22:00 Waking night shift: 22:00 – 07:00 There are a minimum of 2 staff per shift, this is increased according to needs
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	8
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None

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	0
No. of staff working toward required/recommended qualification	0
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.	Clerk - Administrative duties of the service
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	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
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
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Staff Qualifications

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

Name of Service	No 1 Belle Vue
Telephone Number	01443574293
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	100

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?	Quality Assurance Questionaire Regulation 73 Visits Unannounced Inspections Review Meetings

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?	1
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	The house has an external gardens with seating areas, raised planters.
Provide details of any other facilities to which the residents have access	Social outings as part of pre stay documentation incorporating the ir choices of social events.

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Individuals voices are heard , choices about their care and support and opportunities are available by the means of coffee mornings, meetings with individuals , Quality Assurance questionnaire , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we consult with individuals accessing the service.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Individuals are supported to maintain their ongoing health , development and overall well being by communicating with key individuals such as family members , carers and professionals in regards to health intervention such as GP'S , Speech and Language team , Occupational Therapist , Clinical nurses, psychologists etc. Input from professionals are recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised regarding individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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)	5
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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
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber ninja training
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	7
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
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	1
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.	Working towards Level 5 in Care

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	7
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
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Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	7
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Learning Disabilities Awareness Cyber Ninja Hate Crime
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	6
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>7.00 am - 15.00 pm 15.00 pm - 22.00 pm 22.00 pm – 07.00 am</p> <p>Sleep in duties 22.00 pm - 7.00 am</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>7</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p>Catering staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>
<p>Other types of staff</p>	
<p>Does your service structure include any additional role types other than those already listed?</p>	<p>Yes</p>
<p>List the role title(s) and a brief description of the role responsibilities.</p>	<p>Administrative assistant supports the respite services</p> <p>Casual Care assistants - provides direct support in line with provider plans to individuals with a Learning Disability .</p>
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>2</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>1</p>
<p>Health & Safety</p>	<p>1</p>
<p>Equality, Diversity & Human Rights</p>	<p>1</p>
<p>Infection, prevention & control</p>	<p>1</p>
<p>Manual Handling</p>	<p>1</p>
<p>Safeguarding</p>	<p>1</p>
<p>Medicine management</p>	<p>1</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>1</p>
<p>Food Hygiene</p>	<p>1</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Admin Assistant - Cyber Ninja Training, WICCIS , or dering of provisions.</p> <p>Casual Assistant - Fire Awareness , Epilepsy Awareness , Peg feeding etc.</p>

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	1

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Parc Newydd
Telephone Number	01443237848
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 four staff who can communicate in Welsh Language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	44
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	710

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?	Quality Assurance Regulation 73 Visits Unannounced Inspections Review Meetings Residents Meetings

Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gardens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Parc Newydd is located in the Talbot Green area and has plenty of facilities including restaurants and shops for individuals to access.

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>	
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.	Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulation 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.
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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.

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

All provider plans are outcome based to support the well being and achievements of individuals.

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) 24

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber Ninja Training Sickness Absence
<p>Contractual Arrangements</p>	
No. of permanent staff	34

No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	27
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Commenced Level 5 in Care
Contractual Arrangements	
No. of permanent staff	34
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	27
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	12
Safeguarding	0
Medicine management	5
Dementia	5
Positive Behaviour Management	0

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Epilepsy Awareness Sepsis Diabetes
Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	17
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.	7.20 am - 14.50 pm - 7 staff per shift 14.40 pm - 22.10 pm 7 staff per shift 22.00 pm - 7.30 am - 5 staff per shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	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	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	0
Health & Safety	0

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

Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc. Casuals -Provides direct care in line with individual s plans and risk assessments.
Filled and vacant posts	
No. of staff in post	6
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	4
Safeguarding	0
Medicine management	2

Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
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	4
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Pentre House
Telephone Number	01443441929
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	25
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	710.00

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?	Quality Assurance Questionnaires Regulation 73 Visits Unannounced Inspections Review meetings. Residents Meetings.

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gardens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Pentre House is located in the Rhondda Valley and close to shops and local amenities in Treorchy.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	None

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>Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulation 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.</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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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)	19

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	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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
Infection, prevention & control	0	
Manual Handling	1	
Safeguarding	1	

Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Digital skills training Maximising Attendance Managing Change and Conflict Conscious Bias Recruitment.
Contractual Arrangements	
No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	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	1
Safeguarding	1
Medicine management	1

Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber Ninja Training Urine Infection Prevention
Contractual Arrangements	
No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	16
Safeguarding	7
Medicine management	16
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Awareness Digital Skills Training Urine Infection Prevention

Contractual Arrangements

No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	2

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.	7.20am - 14.50pm 4-5 per shift 14.40 pm - 22.10 pm 4-5 per shift 22.10 pm - 7.30 am - 4 per shift
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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	14
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?	No
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Domestic staff

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

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Urine Infection Prevention First Aid Fire Awareness

Contractual Arrangements

No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Catering 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	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc. Casuals - Provides direct care in line with individual s plans and risk assessments.

Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	6
Safeguarding	4
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Awareness
Contractual Arrangements	
No. of permanent staff	30
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	RCTCBC Support @ Home Service (Home Care, Intermediate Care and Rehabilitation Service) and Supported Living
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Telephone Number	01443425442
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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	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	999
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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?	17

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We consult regularly with individuals who use the service and their unpaid carers, as well as our staff, by:</p> <p>a) Our questionnaires, circulated annual for long term services and at the end of a programme for short term services, allow individuals and carers to provide written comments. They can choose to leave their name and contact details which allow us to respond to individuals if needed. This is optional and questionnaires can be completed anonymously however any negative written comments cannot then be responded to.</p> <p>b) The Responsible Individual carry out quarterly visits (Regulation 73 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the Regulation and Inspection of Social Care Wales Act 2016. These are face-to-face and direct quotes from individuals are gathered for quality assurance.</p> <p>c) Review of the service being delivered to ensure individuals are satisfied and receiving appropriate support.</p> <p>d) Compliments and complaints</p>

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

The service has governance arrangements in place ensuring service user engagement.

We are committed to continuous improvement. To ensure our services maintained; measures and consultation methods are in place to allow us to monitor the ongoing effectiveness of our delivery and make improvements where appropriate. We measure the quality of our service, using both quantitative and qualitative data. This is gathered from:

- Electronic internal systems that have been set up to collect our performance information.
- Consultation, using questionnaires to individuals in receipt of our service, carers, and staff.
- Responsible Individual carry out quarterly visits (Regulation 73 of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and the Regulation and Inspection of Social Care Wales Act 2016.
- Review of the service being delivered.
- Compliments and complaints.

Support@Home - 102 questionnaires were returned from individuals using the service during the year. Unpaid carers and referrers were also asked for feedback via surveys.

Extra Care – A service consultation process is currently being developed by the new appointed Quality Assurance & Reconfiguration Manager and will be rolled out during 2023-2024. Weekly update meetings are undertaken with Linc Cymru where housing or care provision observations can be discussed, and solutions actioned. Weekly service meetings are undertaken with the Quality Assurance & Reconfiguration Manager, to escalate concerns, developments, feedback information and discuss referrals ahead of the wider panel meetings. Monthly Interface meetings are undertaken with the social work team managers to highlight individuals who may need additional support, changes in the health, abilities, independence who may need care management input. We also attend and support the tenant's association meetings discussing any concerns the tenants may have with the care team, good practice and promote ideas.

Supported Living – Consultation for Supported Living took place in July 2022, this gave individuals, family members and staff teams an opportunity to tell us about how they feel about the service and the quality of care/ support that is provided. 41 questionnaires via a snap survey were returned.

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.

Supported Living - the individuals who access the service have identified through consultation a lack of social opportunities to promote engagement and social inclusion within their community through partnership working we have been able to look at new opportunities to access facilities that will promote well-being. Individuals within our service have been supported to access appropriate health care including attending Annual Health reviews. Through recent reviews we have been able to update provider plans and identify where our service is not able to currently meet individuals ongoing / changing health needs and supported them to transition into appropriate placement / services that will. This ensures best outcomes for individuals within our service.

Extra care – within the facility the team support the individuals to organise, book and attend health appointments. Good practice links with the local health professionals, pharmacies have been developed and maintained. We meet informally with the nursing teams to discuss health concerns and adjust support packages to minimise/ prevent deterioration. During service reviews we encourage open and honest discussions with the individuals and families, clarify concerns, highlight developments and tailor support packages ensuring the best possible outcomes for all.

Support@Home – following a programme of support service users / carers receive an end of service questionnaire. Home Care service - annual surveys analysis data supports the evidence of users / carers of the service. The outcome from the Support @ Home services is extremely positive.

Staff – our face-to-face annual staff communication road shows resumed and we will continue to improve on this. Social Care Wales registration, re-registration and CPD we continue to support staff and the development of the internal "source" enable staff to gain additional knowledge and training. We actively share information with staff via SMS and email. In conjunction with our Occupational Health unit, staff have been provided with a Wellbeing Helpline and a new 'Cari' system for wellbeing support and advice, which can be accessed via self-referral. Career opportunities is shared internally via The Source. All staff have full access to Occupational Health and can access this independently. Managers also can also make a referral on behalf of the staff member.

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

We always ensure that the services we provide are carried out in a way that ensure individuals are safeguarded against abuse or neglect.

All staff through induction receive training on safeguarding of Adults and Children. Refresher training also takes place for existing staff. From induction, training, team meetings and supervision, staff are fully aware of the reporting procedures for safeguarding.

Working in accordance with the National Wales safeguarding procedures and RCT Council Corporate Safeguarding Policy we put safeguards in place to reassure Individuals and minimise the risk to both users of the service and staff.

For example:

- All staff have the safeguarding app downloaded onto their work mobile device.
- All staff are issued with photographic identification badges which must be worn when visiting individuals.
- We do not allow staff to hold personal / private keys to individual's homes.
- All key safe codes are stored electronically and will not be disclosed to any persons other than those responsible for direct care.
- Under no circumstances are staff allowed to take anyone into individual's homes without consent (or that of a relative / representative).
- Staff are not able to accept gifts, money or legacies, or borrow or buy anything from people being supported.
- All staff wear a corporate uniform with the Council's logo clearly displayed.
- Staff employed in our service have received a satisfactory enhanced DBS check.
- Staff will be subject to register with Social Care Wales within 12 months of their employment and will be placed on a register to ensure they are suitable to work in social care.
- All care staff must follow the Code of Professional Practice for Social Care workers and practice guidance for their role, having the right knowledge and skills (including qualifications) and being physically and mentally fit to practise, as well as have suitable competence and character.

Our internal Multi Agency Safeguarding Hub (MASH) fully supports the health, safety, and wellbeing of identified vulnerable adults receiving our service. Having this function has enabled the team to have easy access to information and advice on all safeguarding issues.

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) 366

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	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Open University First Year in Social Work Degree course - 1 staff

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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	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
<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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 4 Step up to Management (completed) - 1 staff
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	2
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
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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	24
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM Level 5 - 1 staff Core Level 5 (started) - 1 staff

Contractual Arrangements

No. of permanent staff	22
No. of Fixed term contracted staff	2
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)	21
No. of part-time staff (17-34 hours per week)	3
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	21
No. of staff working towards the required/recommended qualification	0

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	422
No. of posts vacant	35

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	64
Health & Safety	106
Equality, Diversity & Human Rights	64
Manual Handling	181
Safeguarding	81
Dementia	64
Positive Behaviour Management	23
Food Hygiene	64
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Professional boundaries - 6 staff Medication administration - 90 staff Fire awareness - 35 staff First aid - 26 staff Epilepsy training - 35 staff</p> <p>During the year, 838 training sessions were delivered to frontline staff on topics including stoma care, substance misuse, SOAP notes, diabetes, effective communication and oral hygiene. This figure does not include any E-Learning undertaken. In addition a number of our Intermediate Care and Reablement staff received Calderdale framework training.</p>

Contractual Arrangements

No. of permanent staff	299
No. of Fixed term contracted staff	6
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	64

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)	17
No. of part-time staff (17-34 hours per week)	219
No. of part-time staff (16 hours or under per week)	69

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	257
No. of staff working towards the required/recommended qualification	57

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>Duty/planner - 21. To answer phone calls and plan rotas. Duty supervisor - 1. To supervise the administration/duty team. Support@Home admin - 1. Provide administrative support.</p>

Filled and vacant posts	
No. of staff in post	23
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
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	13
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Tegfan Resource Centre
Telephone Number	01685878485
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	96
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	752.00

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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings. Resident Meetings.

Service Environment

How many bedrooms at the service are single rooms?	46
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	39
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gardens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Tegfan Resource Centre located in the Cynon Valley close to the town of Aberdare and close to shops and local amenities.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	None

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.	Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulatory on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.
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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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)	34
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Cyber Ninja Training Urine Infection Prevention Sickness Abscence I Trent training

Contractual Arrangements

No. of permanent staff	46
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	9

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)	15
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes
---------------------------------------------------------	-----

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Urine Infection Prevention Cyber Ninja Training Skin care Sickness Abscence Mental Capacity Act

Contractual Arrangements

No. of permanent staff	46
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	9

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)	15
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Nursing care staff

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Registered nurses

Does your service structure include roles of this type?	No
---------------------------------------------------------	----

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	34
No. of posts vacant	5
<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	14
Safeguarding	3
Medicine management	1
Dementia	8
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Skin Care
<p>Contractual Arrangements</p>	
No. of permanent staff	46
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	9
<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)	15
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	2
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.20 am - 14.50 pm - 7 per shift 14.40 pm - 22.10 pm - 7 per shift 22.00 pm - 7.30 am - 5 per shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	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	7
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
Contractual Arrangements	
No. of permanent staff	46
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	9
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)	15
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0

No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
<p>Contractual Arrangements</p>	
No. of permanent staff	46
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	9
<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)	15
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Casuals - Provides direct care in line with individual plans and risk assessments. Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc.
Filled and vacant posts	
No. of staff in post	11
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	3
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness Skin Care
Contractual Arrangements	
No. of permanent staff	46
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	9
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)	15
No. of part-time staff (17-34 hours per week)	29
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2

Service Details

Name of Service	Troed Y Rhiw
Telephone Number	01443473520
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	752.00

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	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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings Resident Meetings

Service Environment

How many bedrooms at the service are single rooms?	24
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?	3
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gardens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Troed Y Rhiw is located in Mountain Ash area in the Cynon Valley and close to shops and local amenities.

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.	Individual's voices are heard , choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulation on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.
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.	Individuals are supported to maintain their ongoing health , development and overall, wellbeing by communicating with key individuals such as family members , carers and professionals in regard to health intervention such as GP'S , Speech and Language team , Occupational Therapist , District Nurses , Dementia Intervention Team ,psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 23

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

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

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

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

Filled and vacant posts

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

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

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

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

Contractual Arrangements

No. of permanent staff	29
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	8

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber Ninja Training
Contractual Arrangements	
No. of permanent staff	29
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	8
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)	17
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	20
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	7
Safeguarding	0
Medicine management	14
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	29
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	8
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)	17
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.	7.20 am - 14.40 pm - 4 per shift 14.40 - 22.10pm - 4 per shift 22.00 pm - 7.30 am - 4 per shift
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
Contractual Arrangements	
No. of permanent staff	29
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	8
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)	17
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
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness
Contractual Arrangements	
No. of permanent staff	29
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	8
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)	17
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	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc. Casuals - Provides direct care in line with individual's plans and risk assessments. Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment .
Filled and vacant posts	
No. of staff in post	10
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	2
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	29
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	8
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)	17
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Ty Brynna
Telephone Number	01443744044
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?	2
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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?	Key working Progress meetings CLA Reviews Quality Assurance Questionnaires Regulation 73 visits Visiting Advocacy service

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 patio garden to the rear of the house.

<p>Provide details of any other facilities to which the residents have access</p>	<p>Ty Brynna provides opportunities for individuals to access interests both inside and outside of the home. There are games, books, crafts and play equipment available. These have been renewed to meet the needs and interests of individuals living at the home.</p> <p>Access to the community and inclusive activities is well established and encouraged at Ty Brynna. Individuals have been consulted about which activities they would like to engage in and preparation for these is made. There is choice in relation to activities that they would like to join as a group, and activities that are tailored to their individual interests.</p> <p>Opportunities have been available to join local sports teams, gym, and youth clubs, together with individualised fishing trips and a holiday. There have been opportunities to visit areas of interest, and to undertake activities of personal interest to the individual. This has supported a personalised experience of care and support at the home.</p>
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Communicating with people who use the service

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

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>As a long-term solo placement home Ty Brynna actively engage individuals daily, to ensure that their voices are heard. Individuals are encouraged to share their views in relation to how the service is meeting their needs, and see the outcomes of actions taken in response to their views. Individuals feel that their voices are heard and that they participate in making decisions in their day to day lives about issues that are important to them. It is also clear that views are heard. Individuals are actively encouraged to contribute to their experiences at the home.</p> <p>Ty Brynna uses a range of formal and informal methods to consult and engage with individuals. These include one to one key working sessions, questionnaires and feedback through the children looked after reviewing service. The examination of individual files, and consultation within the RI Regulation 73 visits, suggest that those who have received a service feel they can make appropriate choices, and have a central role in how they experience care and support. The solo nature of the placement lends itself to frequent consultation as part of everyday life at the home. Evidence at the home has also shown that communication between the home, and professionals is overall positive.</p> <p>As a solo home, relationships between the individual and staff can be invested in, providing opportunities to develop and make progress in a safe environment where they are valued for who they are. Contribution to the functioning of the home is seen as important and the individuals' choices are acted upon.</p> <p>As the home has looked after one individual for most of this reporting period, consultation overall has been limited to those involved in their care. As new individuals access the service, involvement with different areas of the service will expand opportunities for greater engagement.</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>Individuals receiving care and support at Ty Brynna are supported to maintain their ongoing health, development, and overall well-being. This includes intellectual, social, and behavioural development. This can be seen through the evidence of collaborative working with primary and specialised services, to meet the needs of the individual. Ty Brynna provide care and support focuses on building positive relationships with individuals that can promote achievement, and recognises the unique abilities of everyone. Staff are motivated in encouraging individuals to engage in activities that help them to realise personal well being.</p> <p>As a solo placement the home has been seen to maximise the opportunities to provide personalised care and support that focuses on the well being of the individual. Feedback from those receiving a service from the home, has highlighted positive experiences and opportunities to improve overall wellbeing outcomes</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals living at Ty Brynna are being provided with a good standard of care and support that ensures that they are safeguarded from harm and that their well-being outcomes are met. Risk assessment and risk management plans are in place that ensure that all staff are aware of their responsibilities and actions to be taken to mitigate risks. Staff at Ty Brynna undertake safeguarding training and have clear knowledge of reporting procedures. Ty Brynna has vigorous safeguarding procedures in place to ensure that all individuals are safe and protected, and that where risk taking behaviours are apparent, they are managed appropriately and with sensitivity. Individuals are encouraged to make choices and to take reasonable positive risks, as part of their development. The staff team can be seen to be skilled at developing trusting relationships, which are based on honesty and value. This enables care and support to be provided in a sensitive and respectful way.</p> <p>The home has ensured that it works in collaboration with other professionals to achieve the well-being outcomes of individuals. This has been evidenced through RI visits, examination of information at the home and confirmed through consultation with key stakeholders.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Individuals living at Ty Brynna experience a clean, well maintained homely environment in which they can relax and feel at home. The environment is personalised to meet individual preferences. The Individuals bedroom is spacious and decorated to their own taste. The bedroom is furnished with a lockable door. This allows the individual to lock the door from the inside if they choose. Staff have a master key to enter the room in emergency situations. This allows individuals some dignity, in providing them with a private space of their own.</p> <p>Access to the local community is encouraged with individuals being supported to engage in activities, and groups in the local area. This provides a sense of belonging, and can promote positive relationships with others who hold similar interests. The home has facilitated and supported a wide range of activities for individuals at the home to enhance social networks for individuals and to support their individual needs and preferences.</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>11</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>	
	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	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	MAPS/ Domestic Abuse / Sexual Violence
	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	

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	6
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	AWIF CORE FAW 3 day ACE's Domestic Violence Section 31 Q & A Scott King The Language of Trauma QCF 3 Fire Awareness Autism Growing up in Care Trauma Recovery Model Ligature awareness and removal Map & Path Shw Mae level 1

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	63
No. of Non-guaranteed hours contract (zero hours) staff	3

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.	7.30 -3.30 / 3pm -11pm / 10.30pm - 7.30am Sleep in duties when required. Average of 2 staff on shift during the day and 2 staff during the afternoon
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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	3
No. of staff working towards the required/recommended qualification	2

Domestic staff

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

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

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

Service Details

Name of Service	Ystrad Fechan
Telephone Number	01443776007
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	One staff member can communicate in Welsh Language if this is required.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	32
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	100

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	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?	Quality Assurance Questionnaire Regulation 73 Visits. Unannounced Inspections Review Meetings.

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?	1
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	Internal gardens for individuals to access outdoor spaces and gar dens have raised flowerbeds and plenty of seating areas.
Provide details of any other facilities to which the residents have access	Adapted vehicle on site for individuals to access community and s ocial outings.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Individuals voices are heard , choices about their care and support and opportunities are available by the means of coffee mornings, meetings with individuals , Quality Assurance questionnaire , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we consult with individuals accessing the service.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	2. Individuals are supported to maintain their ongoing health , development and overall well being by communicating with key individuals such as family members , carers and professionals in regards to health intervention such as GP'S , Speech and Language team , Occupational Therapist , Clinical nurses, psychologists etc. Input from professionals are recorded in the individual 's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and concerns raised regarding individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the well being and achievements of individuals.

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)

6

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

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

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

Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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.	Cyber Ninja First Aid
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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.	Working towards Level 5 in Care
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	1
Equality, Diversity & Human Rights	9
Infection, prevention & control	1
Manual Handling	8
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	12
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Learning Disability Awareness Hate Crime Fire Awareness First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<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)	0
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7.00 am - 15.00 pm 15.00 pm - 22.00 pm 22.00 pm - 07.00 am Sleep in duties 22.00pm - 7.00 am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	0
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	

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.	Admin assistant - Informs relatives of bookings , or dering of provisions , payment of invoices , data inf or mation required by the organisation , archiving of information. Casuals - Provides direct care in line with individual s plans and risk assessments.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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.	Admin Assistant - Cyber Ninja Training , WICCIS , o rdering of provisions. Casual assistant - Fire Awareness, Epilepsy aware ness , Peg feeding etc.
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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0

No. of staff working toward required/recommended qualification	1
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Service Profile

Service Details

Name of Service	Ystrad Fechan
Telephone Number	01443 773300
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Have staff who can communicate in Welsh Language if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	64.25
The maximum weekly fee payable during the last financial year?	752.00

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?	Quality Assurance Questionnaire Regulation 73 Visits Unannounced Inspections Review Meetings Residents Meetings.

Service Environment

How many bedrooms at the service are single rooms?	24
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?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Internal gardens for individuals to access outdoor spaces and gardens have raised flowerbeds and plenty of seating areas.

Provide details of any other facilities to which the residents have access

Ystrad Fechan is located in the Rhondda Valley and close to shops and local amenities in Treorchy.

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.	Individual's voices are heard, choices about their care and support and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire, Quarterly Regulation on 73 visits, telephone conversations with families and carers. All of these form part of our regulatory requirements when we consult with individuals living and accessing the service for respite.
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.	Individuals are supported to maintain their ongoing health, development and overall wellbeing by communicating with key individuals such as family members, carers and professionals in regard to health intervention such as GPs, Speech and Language team, Occupational Therapist, District Nurses, Dementia Intervention Team, psychologists and other professional bodies to monitor and maintain the Health and Well Being of the residents within our care homes. All information from professionals is recorded in the individual's provider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any concerns raised in regards to individuals are escalated to the appropriate professionals and agencies and all relevant paperwork completed.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	All provider plans are outcome based to support the wellbeing and achievements of individuals.

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)	22
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
	Contractual Arrangements	
	No. of permanent staff	32
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	4	
<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)	10	
No. of part-time staff (17-34 hours per week)	20	
No. of part-time staff (16 hours or under per week)	2	
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid Cyber Ninja Training
Contractual Arrangements	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
<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)	10
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	20
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	14
Safeguarding	0
Medicine management	11
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
<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)	10
No. of part-time staff (17-34 hours per week)	20

No. of part-time staff (16 hours or under per week)	2
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.	7.20 am - 14.50 pm - 4 staff per shift 14.40 pm - 22.10 pm 4 staff per shift 22.00 pm - 7.30 am - 3 staff per shift
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	0
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10

No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Admin assistant - answers telephone calls , payment of invoices , archiving of information , ordering of provisions etc. Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory requirements are adhered to Legionella checks , Fire Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individual plans and risk assessments.
Filled and vacant posts	
No. of staff in post	6
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10

No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1