# Annual Return 2022/2023

The following informati 2023.	ion relates to information CIW held a	out this provider and its associated	d services on the 31st March		
This section has been published Annual Retu	completed for you. There are no ac urn.	ons to complete. This information o	displayed will be included in the		
Provider name:		Rhondda Cynon Taff County E n's Services	Borough Council Adults and Child		
The provider was registere	ed on:	06/09/2018			
The following lists the provider conditions:	There are no imposed conditions associated to this provider				
The regulated services delivered by this provider	r Ty Brynna				
were:	Service Type	Care Home Serv	ice		
	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 co	nditions associated to this service		
	RCTOBC Support @ Home Service (Home Care, Intermediate Care and Rehabilitation Service) and Supported Living				
	Service Type	Domiciliary Supp	oort Service		
	Type of Care	None			
	Approval Date	21/09/2018			
	Responsible Individual(s)	Mari Ropstad			
	Manager(s)	Andrea Gibson, Stephens	Susan Lambert, Alison Field, Pau		
	Partnership Area	Cwm Taf Morgar	nwg		
	Service Conditions	There are no co	nditions associated to this service		
	Cae Gas				
	Service Type	Care Home Serv	ice		
	Type of Care	Adults Without N	lursing		
	Approval Date	01/10/2018			
	Responsible Individual(s)	Caroline Bow			
	Manager(s)	Christina Meech	am		
	Maximum number of places	39			
	Service Conditions	There are no co	nditions associated to this service		
	Clydach Court				
	Service Type	Care Home Serv	ice		
	Type of Care	Adults Without N	lursing		
	Approval Date	26/09/2018			
	Responsible Individual(s)	Caroline Bow			
		A			
	Manager(s)	Annette Hopkins			

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 Olwg	
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 New ydd	
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 Service Conditions	29 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
Clwyd 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 There are no conditions accessized to this convice
Service Conditions	There are no conditions associated to this service
Nantgw yn	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	21/09/2018
Responsible Individual(s)	Mandy Meredith

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 servi
No 1 Belle Vue	
	Come Librero Comitan
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/02/2019 Caroline Bow
Responsible Individual(s)	
Manager(s)	Leah Sullivan
Maximum number of places	4 There are no conditions associated to this servi
Service Conditions	
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

٦	Training and Workforce Ranning		
	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	All new staff undertake and complete the induction Framework . T his leads them on to completion of their qualification within care to meet registration . 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	
	Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	safely meet the diverse needs of residents. The organisation has simplified the application process to support recruitment . The service has taken part in job fares , also organisation has de veloped and implemented a Workforce Strategy to support recruit ment and retention. The service also utilises organisation Apprenticeship scheme	

# 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	English Medium with some billingual elements	

provided?	
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

## 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 Questionaire Regulation 73 Visits Unannounced Inspections Review Meetings.

#### Service Environment

	1
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 and outdoor area that provides space for individu al activities, key working, therapy sessions.

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 <u>guidance</u> 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.	On the whole Children and young people accessing services at Beddau feel that their voices are heard and are offered opport unities to engage and participate in their care. Children and yo ung people experience inclusion in decision making. Beddau has a number of arrangements in place to ensure that all children and young people are encouraged and supported t o voice their opinions and views on issues that matter to them. This includes, but is not limited to, the use of questionnaires, p articipation in meetings, key working sessions and engagement in Regulation 73 visits by the RI. Children and young people ca n be seen to be listened to, and wherever possible their views a ctioned. All choices and preferences are included in the individuals pers onal plan and form the basis of the care and support provided by staff. By engaging children and young people in this way, Be ddau has ensured that their individual voices are heard, and ch ildren and young people are afforded some control over their li ves. All children receive an active offer of an advocate , who undert ake a visiting Advocacy service to the home. Children and young g people are aware of how to raise concerns and complaints an d are empowered to do so.
		The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The staff team at Beddau can be seen to work in collaboration with other services to ensure that children and young people re ceive care and support that promotes their well -being and dev elopment. The home ensures that access is provided to educati onal resources, promotes healthy lifestyle choices, and creates opportunities for social inclusion. Support for emotional well-bein g and safety has been provided in collaboration with specialist services to ensure that needs are met. Work with the Education service and individual schools will continue to address the educational needs of children and young people ople at the home, and it is hoped that this will achieve an improvement in the provision of school-based education. While this w ork is ongoing the home will continue to support home based e ducational experiences and virtual learning. On the whole children and young people can be seen to be ha ppy, and have their needs met across all well-being and develo poment domains. They are supported by a committed team who promote healthy habits and positive behaviours as a part of the ir day to day lives, encouraging the development of their knowl edge skills, emotional wellbeing, and social connections

The extent to which people feel safe and protected from abuse and neglect.	The safety and protection of individuals receiving care and sup port at Beddau is prioritised. The home provides an environme nt where children and young people feed back that they feel on the whole, safe, secure and protected from abuse and neglect. This is achieved through an umber of practices, including matc hing placements through an assessment of the needs of the in dividual and group before commencement of service. Matching is also monitored throughout the placement to ensure that indiv iduals remain safe, and their needs can be met. There is compliance with Safeguarding policies and practice at the home. Policies establish clear guidelines and practice to prevent and respond to any form of abuse or neglect. Policies c over all aspects of operation, including recruitment, training, su pervision reporting and intervention. Staff are aware of these a nd have access to clear reporting guidelines, both at the home and in digital formats. There are robust recruitment and selection practices that are s upported by HR. These include all background checks as highli ghted in RISCA. Internal induction, and formal induction highlig ht safeguarding duties, including recognising signs of abuse an d neglect, response procedures, reporting mechanisms. This tr aining is ongoing and equips staff with the skills and knowledge required to create a proactive culture of safeguarding within the home. Information in relation to reporting concerns is also contained w ithin the Statement of Purpose, and Childrens Guide. These pr ovide contact information to enable children and families to rais e a concern, in confidence. Monitoring and oversight, including management and RI oversight ensure compliance with safeguar ding practice and policy. Mechanisms used for monitoring inclu de, but are not limited to, internal audits, consultation during RI visits, and staff supervision. Feedback from families and profes sionals is also is encouraged to identify areas that can be impr oved, and to ensure a collaborative approach in relation t
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	environment for children and young people. The living environment at Beddau is positive and reflects the pr eferences of the children and young people receiving care and support in the home. The house has been found to be clean an d well maintained, with modern high-quality furnishings and dec oration, which promote well-being. Refurbishment works to the home have ensured that the environment is safe, and best sup ports the well -being of individuals receiving care and support. Further works are planned to further enhance the accommodati on. Overall, the environment at Beddau can be seen to support chil dren and young people's well- being, through prioritising a quali ty environment that meets individual preferences.

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
	Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
	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.	Manager Briefings/Cyber Ninjas – Cyber security Dealing with conflict Disability Related Sickness Absence Long term sickness Absence Maximising Attendance Notification and Certification Reasonable adjustments,workplace adjustments an d rehabilitation. Returning to work Welfare visits Short term sickness absence – frequent absences Key Policies – Induction Checklist Violence against women, domestic abuse and sexu al 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	
	L	

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
	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos	ition as of the 31st March of the last financial year.
stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevance         provided is only a sample of the training that ma	ition as of the 31st March of the last financial year           1           1           ar for this role type.           ant training. The list of training categories
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevant         Set out the number of staff who undertook relevant         Can be added to 'Please outline any additional the not outlined above'.	1         1         1         arr for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevant         Set out the number of staff who undertook relevant         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	1         1         1         1         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         1         0         1         1         0         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1
stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transitional transiteremeteatetrapproximational transitional transitional t	1         1         1         1         arr for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is         0         1         1         0         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1         1
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	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.	7.30am -3.30pm - 3pm -11 pm - sleep in duties when n required. There is 1 senior in post working 37 ho urs per week and as such the shift pattern is arran ged in line with children and young peoples needs
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
Filled and vacant posts No. of staff in post	12
No. of staff in post No. of posts vacant	1
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	1 ar for this role type. ant training. The list of training categories
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	1 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5
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No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         5         5         5         5         5         5         7         0
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that man can be added to 'Please outline any additional the not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         11         Section 31 / First Aid/ Fire training/ ligature awaren ess and removal/ AWIF/ CORE/ QCF level 3 / Advo
No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever         provided is only a sample of the training that mark         can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken	1         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         7         0         5         11         Section 31 / First Aid/ Fire training/ ligature awaren ess and removal/ AWIF/ CORE/ QCF level 3 / Advc cacy/ Violence against women/ dealing with conflict
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         5         7         0         5         11         Section 31 / First Aid/ Fire training/ ligature awaren ess and removal/ AWIF/ CORE/ QCF level 3 / Advo cacy/ Violence against women/ dealing with conflict

No. of volunteers	0
No. of Agency/Bank staff	32
No. of Non-guaranteed hours contract (zero hours) staff	2
Typical shift patterns in operation for employed s	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 S leep in duties as required. Average of 3 staff per sh ift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition 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
Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0		
qualification			
Catering staff			
Does your service structure include roles of this	No		
type?			
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 ho me		
Filled and vacant posts			
No. of staff in post	1		
No. of posts vacant	0		
	·		
Training undertaken during the last financial yea	ar for this role type.		
Set out the number of staff who undertook releva	ant training. The list of training categories		
provided is only a sample of the training that ma	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is		
not outlined above'.	anning undertaken perunent for uns role which is		
Induction	0		
Health & Safety	0		
Equality, Diversity & Human Rights	0		
Infection, prevention & control Manual Handling	0		
Safeguarding	0		
Medicine management	0		
Dementia	0		
Positive Behaviour Management 0			
Food Hygiene	0		
pertinent to this role which is not outlined above.	Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements			
No. of permanent staff	1		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	0		
No. of Non-guaranteed hours contract (zero hours) staff	0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.			
No. of full-time staff (35 hours or more per week)	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	0
	quaincation	

## 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

# 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 pl anters .
Provide details of any other facilities to which the residents have access	Social outings arranged as part of pre stay documentaton incorpo rating 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)	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 sup port and opportunities are available by the means of coffee mor nings, meetings with individuals , Quality Assurance questionair e , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we con sult 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 , dev elopment and overall well being by communicating with key indi viduals such as family members , carers and professionals rega rding health intervention such as GP'S , Speech and Language team , Occupational Therapist , Clinical nurses, psychologists e tc. Input from professionals are recorded in the individual's prov ider plans.
The extent to which people feel safe and protected from abuse and neglect.	All staff are trained in Safeguarding and any reports and conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co mpleted.
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	5
31 March)	

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.

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherw ition as of the 31st March of the last financia
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not lis
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
Outline below the number of permanent and fixe	d term contact staff by hours worked per wee
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
	1
Staff Qualifications	
Staff Qualifications	1

qualification to be registered with Social Care Wales as a Service Manager	
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
type?	Yes
type? Important: All questions in this section relate spo	
type? Important: All questions in this section relate spo	ecifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise
stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spo stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 6 2 ar for this role type.
type? Important: All questions in this section relate sports stated, the information added should be the post Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
type? Important: All questions in this section relate sports stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
type? Important: All questions in this section relate sports stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that matching the added to 'Please outline any additional to not outlined above'. Induction Health & Safety	acifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2
type? Important: All questions in this section relate sports stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         2         2         2         2         2         2         2         2         2         2         2         2         2
type? Important: All questions in this section relate sporstated, the information added should be the poss Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	action as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2
type?         Important: All questions in this section relate spectrum stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook releve provided is only a sample of the training that marked to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         3
type? Important: All questions in this section relate sports stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	accifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         3         4         5         5
type? Important: All questions in this section relate sporstated, the information added should be the poss Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	accifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         2         2         2         2         2         2         2         2         4
type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	accifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         2         2         2         2         2         2         2         2         4         4
type? Important: All questions in this section relate sporstated, the information added should be the poss Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.         6         2         ar for this role type.         rant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2         2         2         2         2         4         4         0

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	
	1	
Typical shift patterns in operation for employed	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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		
	1	
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 information required by the organisation , archiving o information. Casuals - Provides direct care in line with individua	
<u> </u>	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 Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories	

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 , or 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
	0
No. of volunteers	
No. of Agency/Bank staff	0
	0 3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	3 d term contact staff by hours worked per week.

# 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 billingual elements
Other languages used in the provision of the service	none

Service Provision

People Supported

support to during the last financial year?	How many people in total did the service provide care and 7 support to during the last financial year?	
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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 Questionaire 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 ha s a private room which is used for therapy sessions, key-working, meetings or quiet time. While internal to the home, this room is se parate from the communal areas, and as such provides confidenti ality 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

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	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. The home can be seen to provide person centred care that has the capacity to place the individual at the centre of their care a nd support, whilst living in a group environment, this ensures th at their needs, preferences, and goals are considered on an in dividual level. The level of consultation that takes place and the input that child dren and young people have clearly shows that they have choi ces, and their views and opinions are listened to. This together with the opportunities facilitated by the home which enable child ren and young people to experience their personal ambitions a nd goals, can be seen to promote well-being and provide a good quality of life. The visiting Advocacy service to the home provides further opp ortunities 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.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Children and young people living at Bryndar receive positive care and support which promotes their well-being and development. In collaboration with a wide range of services, the team work to ensure that Children and young people are supported to maint ain their ongoing health, development, and overall well-being. This includes intellectual, social, and behavioural development. Progress made in each domain is evidenced within everyone's personal file, and there is clear evidence at the home that child ren and young people feel supported by the team. Achievement is celebrated at the home and individuals are encouraged to recognise this own strengths and progress, helping to build selfesteem and confidence. Bryndar aims to support and encourage young people to enga ge 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. 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.
The extent to which people feel safe and protected from abuse and neglect.	Children and young people are experiencing good quality care n 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. Bryndar has robust safeguarding procedures in place to ensur e that all children are safe and protected. Safeguarding measu es are seen to be understood and complied with by the team. N anagers and staff are aware of the mechanisms in place to esc alate concerns if they deem necessary. Bryndar has a strong c ulture of safeguarding which creates a safe and supportive env ronment for children and young people living at the home. The home has clear policies and procedures in place, including systems for reporting and responding to concerns. These inclu de, but are not limited to:
	<ul> <li>Safe recruitment</li> <li>Probation period</li> <li>Induction of new staff</li> <li>Safeguarding training, at induction and beyond</li> <li>Supervision</li> <li>Matching assessments process for children and young people requiring a service</li> <li>Risk assessments and risk management plans</li> <li>Whistleblowing policy and procedure</li> </ul>
	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 S ocial Care Wales, AWIF induction process. Staff undertake the All-Wales Induction Framework following a local induction. This ncludes safeguarding, first aid, person centred practice, manual I handling, fire safety and human development. Staff experience good support from their manager and senior saff 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 you ng person and the skills of staff to enable them to get the best balance of care and support to meet each child's needs.

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 ch ild 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 f the impact of the environment on everyday life, where home a nd workplace must co-exist. The home has several communal areas, entrance hall, large lo unge, playroom, dining room, kitchen, small training kitchen an d a beach themed quiet room. There is evidence of equipment at the home that supports children and young people in their le arning and leisure activities. The home has a range of resource s, such books, games, iPad, and gym equipment. Each child has their own bedroom and access to a shower, bat hroom and two toilets in either end of the home. Children and y oung 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 indivi duality. All bedrooms have locks on the doors. This allows child ren and young people to use a thumb lock to lock their rooms fr om the inside, affording them privacy. Staff have a master key t o bedrooms, should access be required in an emergency. The environment at Bryndar is designed to meet the physical a
	o bedrooms, should access be required in an emergency. The environment at Bryndar is designed to meet the physical a nd emotional needs of children and young people living at the h ome. The team ensure that children and young people are actively vely engaged in the home and that their contributions are listen
	ed 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)

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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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'.

hot 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 absorber nce 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
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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
	2
Positive Behaviour Management Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model / Ligature Awareness ar 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 wh n required - Average staff 1 per shift
Staff Qualifications	
	2
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
be registered with Social Care Wales as a social	
be registered with Social Care Wales as a social care worker No. of staff working towards the	

No. of staff in post	16
No. of posts vacant	2
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that man can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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 Leve 3
Contractual Arrangements	Ι
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 o uties when required. Average number of staff on s ift - 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	Yes
type?	

L

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
not outlined above'.	aining undertaken pertinent for this role which is
la du ati a a	
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
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	0
qualification	
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 - To carry out the administrative duties of the home
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories

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

# Service Profile

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

ervice Provision		
People Supported		
How many people in total did the service provide care and support to during the last financial year?	37	
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
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? 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 Questionaire 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 gar dens 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 h ave access to the grounds which individuals are supervised due t o diagnosis of Dementia. Caeglas Resource Centre is located in Hawthorn in the Taff Ely ar ea and close to a retail park , restaurants , shops and local ameni ties 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

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 port and opportunities are available by the means of remeetings, Quality Assurance questionnaire, Quarterly on 73 visits, telephone conversations with families and All of these form part of our regulatory requirements we onsult with individuals living and accessing the service e.

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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co mpleted.
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

Г

The total number of full time equivalent posts at the service (as at 31 March) 44

The following section r and vacant posts, the	requires you to answer questions about each staff type training undertaken, the contractual arrangements in p	e including information about the number of filled place and the qualifications of those staff.	
The information entered	ed should relate to the period during which the staff me	ember 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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 me can be added to 'Please outline any additional training undertaken pertinent for this role 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	d 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	0
Wales as a Service Manager	
Deputy service manager	
Deputy service manager Does your service structure include roles of this	Yes
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 0
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 0 0
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 0 0 0
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 0 0 0 1
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 0 0 0 1 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories	

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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	d 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 s	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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year.
Filled and vacant posts	

No. of staff in post	5
lo. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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
Contractual Arrangements	
No. of permanent staff	44
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 3 d term contact staff by hours worked per week. 12 32
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	0 3 d term contact staff by hours worked per week. 12 32 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 3 d term contact staff by hours worked per week. 12 32
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	0 3 d term contact staff by hours worked per week. 12 32 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification	0 3 d term contact staff by hours worked per week. 12 32 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	0 3 d term contact staff by hours worked per week. 12 32 0 0 Ves cifically to this role type only. Unless otherwise
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	0 3 d term contact staff by hours worked per week. 12 32 0 0 Ves cifically to this role type only. Unless otherwise
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	0 3 d term contact staff by hours worked per week. 12 32 0 0 0 Ves

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'.

not outlined above.		
Induction	0	
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights		
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	32	
No. of part-time staff (17-34 hours per week)		
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 who have the required qualification No. of staff working toward required/recommended qualification	5 0	
No. of staff working toward required/recommended		
No. of staff working toward required/recommended		
No. of staff working toward required/recommended qualification		
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional	0 Yes Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory r equirements are adhered to Legionella checks , Fin e Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individua s plans and risk assessments. Admin assistant - answers telephone calls , payme	
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the	0 Yes Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory r equirements are adhered to Legionella checks , Fin e Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individua s plans and risk assessments. Admin assistant - answers telephone calls , payme nt of invoices , archiving of information , ordering o	
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	0 Yes Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory r equirements are adhered to Legionella checks , Fir e Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individual s plans and risk assessments. Admin assistant - answers telephone calls , payme nt of invoices , archiving of information , ordering of	

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 fixe	d term contact staff by hours worked per we
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 billingual 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

# 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 Family and professional Questionnaires Regulation 73 visits Quality Assurance Questionnaires Daily discussion due to small nature of the service Advocacy Service

## Service Environment

h	
How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large patio garden to the rear of the home and a small er grassed garden at the front
Provide details of any other facilities to which the residents have access	The home utilises a garden room, which has been developed to p rovide a space for arts and crafts, individual key working, and sup port area for children and young people who wish to spend some time alone, engaged in activities. The garden to the back of the h ome offers some privacy and has been well designed for leisure a nd play. There is sufficient equipment in this area, to allow for co mmunal activities. The garden to the front of the house is well mai ntained but not used for activity. There is equipment for children a nd young people to support their leisure and learning activities wit hin 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.

## Communicating with people who use the service

٢

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.	Children and young people living at Carn Ingli feel heard and ar e 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 peoples liv ed experience while at the home. All children and young people have a personal plan which is de veloped with them and identifies the desired outcomes of their ti me living within Carn Ingli, in addition to any longer-term aspirat ions that the individual may have. This document has been dev eloped in collaboration with children and young people who hav e made suggestions on how it should look and what they feel s hould be included. The formal and informal arrangements for consultation, togethe r with access to the advocacy service is positive, as it enables c hildren and young people different avenues to feel and be hear d. This enhances engagement and enables choice and control in the care and support received. Advocacy is available to all c hildren and young people receiving care and support at the ho me. Tros Gynnol Plant provide and advocacy service which pro motes the voice and rights of children and young people and pr ovides a direct visiting and telephone service to those who requ ire 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 en sure that children and young people living at the home are hap py and supported to maintain their ongoing health, developmen t, and overall well-being. This includes intellectual, social, and b ehavioural development. Staff receive training to ensure their understanding of the impa ct of trauma on individuals, and to support their interventions w hen children and young people are experiencing a crisis. While this work is challenging, the staff team can be seen to provide n urture, stability, and safety in their provision of care and suppor t, they are attentive and attuned to the needs of those they car e 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 rec eiving a service from Carn Ingli are met. Feedback from childre n and those involved in the service is positive. Within Carn Ingli all children have access to assessment, review, advice, and su pport. The home provides trauma informed care and support. This ap proach is embedded in practice, offering unconditional accepta nce, and focus is on making the child or young person feel safe . This enables supportive relationships to be developed, within t he home and within the wider community. There is a focus on d eveloping relationships that promote a sense of belonging, whic h 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 serv ices 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 miti gated with a focus upon positive strengths. Personal plans focu s on the well-being outcomes of the individual and plan for the achievement of these. Children and young people can be seen to make prog

The extent to which people feel safe and protected from abuse and neglect.	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 p eople and this is conducted prior to, and during stays at the ho- me, to ensure safety and compatibility. There are several arrangements in place, to ensure that the w lfare and well-being of children and young people is promoted. There is a clear culture within the home that safeguarding child ren and young people is everyone's responsibility. Measures a e in place to ensure that safeguarding is a priority. These inclu de, but are not limited to:
	<ul> <li>Safe recruitment</li> <li>Probation period</li> <li>Induction of new staff</li> <li>Safeguarding training, at induction and beyond</li> <li>Matching assessments process for children and young peoplerequiring a service</li> <li>Risk assessments and risk management plans</li> <li>Whistle blowing policy and procedure</li> <li>Staff appointments are conducted in line with regulatory requirments 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.</li> <li>Safeguarding training and awareness raising, supports staff to understand their roles and responsibilities in promoting the we are and well being of children and young people. Training in the s area covers recognising the signs of abuse or neglect, and the duty to report concerns under safeguarding procedures. Saf guarding training is updated regularly and is evidenced in the taining matrix at the home.</li> <li>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 no concerns and how these are to be reported appropriately. The policies and procedures are reviewed and updated as necessary.</li> <li>Children and young people have access their people outside te home, such as social workers, advocacy and other professio als who can provide support if required.</li> </ul>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Carn Ingli has been designed to provide care and support to u to two young people who require trauma informed care and as essment. The home is well maintained, and the staff team can be seen t have pride in the environment, responding swiftly and effective y to issues that arise. Children and young people are encoura ed to personalise the living areas of the home and their person al works are displayed throughout the home. This can be seen to promote a sense of belonging, and well-being. Children and young people are seen to be engaged in numeror us activities, both inside and outside the home. Within the hom e there are a variety of materials and equipment that promote nterest and play, which are regularly replaced or updated to si pport interest. Access to the community is encouraged and can be seen to promote both physical activity and social engagement. Outside space at the home is designed to provide an area for
	eisure and play. The garden to the rear of the home is develop ed and equipped to achieve this. When the development of the front garden is achieved it will enhance the privacy of those liv ng at the home and promote more use of the area at the front f the home. Overall, the environment at Carn Ingli can be seen to support he well - being of children and young people living at the home as it protects the dignity, privacy, and confidentiality of individu als, while providing a warm, nurturing, and safe place to live.

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	7
31 March)	

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
otan	I ypv

/pe	Service Manager			
	Does your service structure include roles of this type?	Yes		
	Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories		
	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/ Manageing and Underst anding risks and complex behaviour/ Domestic Abu se/ Language of Trauma/ Exploitation and substan ce 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this	No
Does your service structure include roles of this	No
	No
Does your service structure include roles of this type?	No
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	Yes cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 2 0
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 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/ S ection 31 / Embedding Learning into Practice / Liga ture Awareness and Removal / Visit Leader and W ater 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 fixe	d 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 s	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 req uired. 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 / CORE / LEVEL 3 QCF Children and Young Level 4 QCF -Preparing for leadership and ement/ Social Stories/ Emergency First Aid ation and substance awareness/ Water Saf ature 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 s	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 - 7.30 ep in duties when required. Average of 3 st hift
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	

# Service Profile

Service Details

Name of Service	Clwyd Wen
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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	

### 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 pla nters.
Provide details of any other facilities to which the residents have access	Social outings arranged as part of pre stay documentation incorp orating 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 <u>guidance</u> 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 sup port and opportunities are available by the means of coffee mor nings, meetings with individuals , Quality Assurance questionair e , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we con sult 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 , dev elopment and overall well being by communicating with key indi viduals such as family members , carers and professionals in re gards to health intervention such as GP'S , Speech and Langu age team , Occupational Therapist , Clinical nurses, psychologi sts 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 conce rns raised regarding individuals are escalated to the appropriat e professionals and agencies and all relevant paperwork compl eted.
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) $% \left( 1-\frac{1}{2}\right) =0$	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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
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	d 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 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	
Other supervisory staff Does your service structure include roles of this type?	No
Does your service structure include roles of this	No

Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
	NI-	
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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
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	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	
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 fixe	d term contact staff by hours worked per week.	
	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixe		

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 servic es
	Casual Care assistants - provides direct support in line with provider plans to individuals with a Learnir g Disability .
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva	ant training. The list of training categories y have been undertaken. Any training not listed
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	raining undertaken pertinent for this role which is
can be added to 'Please outline any additional to not outlined above'.	raining undertaken pertinent for this role which is
can be added to 'Please outline any additional to not outlined above'.	
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1 1 1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 1 1 1 1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1 1 1 1 1 1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1       1       1       1       1       1       1       1
can be added to 'Please outline any additional tr	1 1 1 1 1 1 1 1 1 1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1       1       1       1       1       1       1       1       1       1       1       1       1       1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1       1

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 fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours w
No. of part-time staff (17-34 hours per week)	7
	0
No. of part-time staff (16 hours or under per week)	
No. of part-time staff (16 hours or under per week) Staff Qualifications	
	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

How many people in total did the service provide care and support to during the last financial year?	43
es Charged	
the minimum weekly fee payable during the last financial year?	64.25

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 Questionaire 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 pro-	ovision 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

Γ

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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 sup port and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulati on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we c onsult with individuals living and accessing the service for respit e.
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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised regarding individuals are escalated to the appropriat e professionals and agencies and all relevant paperwork compl eted.

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
31 March)	ĺ

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

Does your service structure include roles of this type?	Yes
type :	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwis ition as of the 31st March of the last financial
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not liste raining undertaken pertinent for this role which
can be added to 'Please outline any additional to not outlined above'.	raining undertaken pertinent for this role which
can be added to 'Please outline any additional to not outlined above'.	raining undertaken pertinent for this role which
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	aining undertaken pertinent for this role which
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	aining undertaken pertinent for this role which 1 0 0
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	aining undertaken pertinent for this role which 1 0 0 0
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	aining undertaken pertinent for this role which 1 0 0
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1         0         0         0         1         1         1         1         1         1         1         1         1         1         1         1         1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1         0         0         0         1         1         1         1         1         1         1         1         1         1         1
can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	1         0         0         0         1         1         1         1         1         1         1         1         1         1         1         1         1         1
can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1         0         0         0         1         1         1         1         1         1         1         1         0         0         0         1         1         0

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 fixe	d 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? Important: All questions in this section relate spe stated, the information added should be the pos	
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to	2 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 2 1 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	2 2 1 r for this role type only. Unless otherwise 2 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	2 2 1 x for this role type only. Unless otherwise 2 1 x for this role type. x for this r
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	2         1         and training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         0         0
type?         Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	2         1         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         0         0         0         0
type?         Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevence         provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	2         1         0         0         0         0         2
type?         Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relever         provided is only a sample of the training that marked to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	2         1         or for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         0         0         0         0         2         2
type?         Important: All questions in this section relate spestated, the information added should be the posts         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook relever provided is only a sample of the training that marked to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	2         1         0
type?         Important: All questions in this section relate spestated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevent provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	2         1         0 <td< td=""></td<>

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 fixe	d 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	No
type?	
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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
	33
No. of staff in post	33 4
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	4 ar for this role type. ant training. The list of training categories
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	4 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed

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	d 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
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
	No
type?	No Yes
type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	Yes cifically to this role type only. Unless otherwise

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 Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	4
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	4 d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	4 d term contact staff by hours worked per week. 11 35
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	4 d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	4 d term contact staff by hours worked per week. 11 35
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	4 d term contact staff by hours worked per week. 11 35
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	4 d term contact staff by hours worked per week. 11 35 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	4 d term contact staff by hours worked per week. 11 35 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification	4 d term contact staff by hours worked per week. 11 35 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	4 d term contact staff by hours worked per week. 11 35 0 0 Ves Yes cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	4 d term contact staff by hours worked per week. 11 35 0 0 Ves Yes cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	4 d term contact staff by hours worked per week. 11 35 0 0 0 Ves

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 fixe	
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 r equirements are adhered to Legionella checks , Fir e Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individual s plans and risk assessments. Admin assistant - answers telephone calls , payme nt of invoices , archiving of information , ordering of provisions etc.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
	1

	evant training. The list of training categories hay have been undertaken. Any training not list training undertaken pertinent for this role whic
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	
Contractual Arrangements No. of permanent staff	46
	46 0
No. of permanent staff	
No. of permanent staff No. of Fixed term contracted staff	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff	0           0           0           0           0           0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff	0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fiz	0 0 0 0 4 xed term contact staff by hours worked per wee
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fiz No. of full-time staff (35 hours or more per week)	0 0 0 0 4 xed term contact staff by hours worked per wee 11 35
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fiz No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 4 xed term contact staff by hours worked per wee 11 35
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fiz No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 4 xed term contact staff by hours worked per wee 11 35

#### Service Profile

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

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

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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 sup port and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulati on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we c onsult with individuals living and accessing the service for respit e.
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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised regarding individuals are escalated to the appropriat e professionals and agencies and all relevant paperwork compl eted.
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	28
31 March)	

and vacant posts, t	on requires you to answer questions about each staff typ he training undertaken, the contractual arrangements in tered should relate to the period during which the staff n	place and the qualifications of those staff.
Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
		necifically to this role type only. Unless otherwise sition 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

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	d 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)	33 0
No. of part-time staff (16 hours or under per week)	
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	0 1 0 Yes
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	0 1 Yes cifically to this role type only. Unless otherwise
No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate spe stated, the information added should be the position	0 1 Yes cifically to this role type only. Unless otherwise

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.	I 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 fixe	d term contact staff by hours worked per week.
	d term contact staff by hours worked per week. 5 33
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	5
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	5 33
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	5 33
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	5 33 0
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	5 33 0 1
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	5 33 0 1
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this	5 33 0 1 0
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this type?	5 33 0 1 0
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this type?         Nursing care staff         Does your service structure include roles of this	5 33 0 1 0 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 27		
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	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	
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 fixe	d 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)	22	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed s	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 - 22.10pm 4 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	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	
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	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	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	

qualification	
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

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 at maintenance of the home . Ensures all regulato equirements are adhered to Legionella checks , e Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individ s plans and risk assessments. Admin assistant - answers telephone calls , pay nt of invoices , archiving of information , orderin provisions etc.
Filled and vacant posts	
	10
No. of staff in post	0
No. of posts vacant	
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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 fixe	a term contact stall by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	1
	1
No. of full-time staff (35 hours or more per week)	1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	1

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
Fees Charged	
The minimum weekly fee payable during the last financial year?	

The minimum weekly fee payable during the last financial y	ar? O
The maximum weekly fee payable during the last financial y	ar? 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 an d books. There are a wide range of outdoor activities within the lo cal community and participation in these is encouraged to enable children to experience new opportunities. Nantgwyn uses a streng ths-based approach to care and can be seen to actively engage c hildren in experiences that have often been difficult for them to ac cess. Children can visit parks, shops, soft play, leisure centres an d 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 <u>guidance</u> 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.

have choice about their care and support, and opportunities are made available to them.	Nantgwyn is a positive service that recognises the importance o f hearing the voices of those who receive respite support and s hort breaks at the home. Nantgwyn recognise that every child a nd young person has a right to participate in decisions that affe ct their lives. They achieve this through the provision of an incl usive environment, where children and young people receiving respite support and short breaks, can express their views, thro ugh a variety of communication tools. The home provides supp ort to children and young people with a disability, and 70% of th ose currently receiving a service have communication differenc es or are non-verbal. In view of this arrangements are in place t o ensure that communication is accessible and meets needs. T he home uses 'emoji pillows' to support the communication of fe elings and emotions, likes, dislikes and levels of satisfaction. Th ey also utilise digital programmes of support to enhance unders tanding of the sequencing of events and to gain views from tho se who are not able to verbally communicate their needs. Ther e are also arrangements in place to ensure that consultation ca n take place, which supports engagement in the respite and sh ort break service. These include: Formal arrangements for consultation include: Individual Revie ws,Consultation questionnaires, Individual key working sessions , My Say and My Point of View documents and engagement in Regular evaluation and feedback is sought from families and a variety of specialist agencies, to support in the evaluation of th e service. Feed back and consultation supports the home in ev aluating their practices to ensure that individuals, pare nts and other stakeholders has been positive. Children and young people are actively involved in making deci sions about their respite stays, in relation to where they will slee p, 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
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The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The home works in collaboration with a multi-agency team, brin ging together practitioners from various specialisms to ensure hat comprehensive respite and short break support can be pro- vided. Support focuses on the well-being outcomes for childrer and young people, using a strengths-based approach which re- cognises each person's unique abilities. Nantgwyn creates an nvironment that is inclusive and addresses the holistic needs of individuals. They achieve this through providing support for ph- sical, emotional and social well -being. To provide effective care and support, that can meet the unique e needs of those accessing the service Nantgwyn practices a F ACE approach to care. This model involves four elements, Play fulness, Activity, Curiosity and Empathy. This approach to supp ort creates a supportive and nurturing environment that promo es well-being. Children and young people have a personal plan which identifies individual well being outcomes and supports th achievement of these. There is active engagement in communi y based activities, that promote social and behavioural develop ment and inclusion. Children and young people are observed t o be valued and respected. This is evidenced at the home through the development of individualised respite stays that take a count of individual needs and preferences which respect person nal choice.
The extent to which people feel safe and protected from abuse and neglect.	Nantgwyn prioritises protecting children with a focus on safety nd minimising risk. The staff at Nantgwyn are alert to safeguard ng issues and are knowledgeable and competent at following p ocedures and protocols in reporting concerns. There is a clear culture within the home that safeguarding child ren and young people is everyone's responsibility. Measures a e in place to ensure that safeguarding is a priority. These inclu- de, but are not limited to: Safe recruitment Probation period Induction of new staff Safeguarding training, at induction and beyond Matching assessments process for children and young peopl requiring a service Risk assessments and risk management plans Whistleblowing policy and procedure Nantgwyn has robust safeguarding procedures in place to ens re that all children are safe and protected. Safeguarding meas res are seen to be understood and complied with by the team and are supported by the HR department who facilitate recruitment nt procedures. Feedback is regularly sought from individuals, families and pro- essionals in relation to the care and support provided by the h me. Responses to this have been positive. The Statement of F urpose and Children's information provide details of how a cop ervice to provide support to those who require it. Positive training opportunities are available to the team, which ensure that they are able to apply the most current informatior and knowledge to their roles. This has been supported by the ome manager who has actively promoted team cohesion and le arning. Regular monitoring of practice is undertaken by the manager of the home and RI to ensure that practices are safe and that sta- work in compliance with current policy.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Nantgwyn provides a positive environment that meets the needs s of children receiving respite care and support. The home pro- vides a clean and comfortable environment that supports individuals to meet their personal outcomes. Bedrooms are personal sed for each respite stay, with children and young people havi g their favourite bedding, toys and equipment available. The h me is accessible, and designed to meet the needs of individual s who experience mobility issues, ensuring that spaces are saf and easy to navigate. The house is comfortable, with living spa- ces that promote individual preferences, and enhance group en ngagement. Children accessing the service have access to the community and are able to engage in activities that are meaning ful to them and are in line with their personal choices and inte- ests.

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 12 31 March)	

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.

Service Manager	Service Manager	
Does your service structure include roles of this type?	Yes	
	ecifically to this role type only. Unless otherwise sition 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 ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Neuro development / Domestic Abuse/ Data Protect ion/ 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	
	Yes
type?	Yes
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	2 0 ar for this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	2 0 ar for this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	2 0 art for this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	2 0 ar for this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aning undertaken pertinent for this role which is 0 2
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	2       0         2       0         and training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>Coercive control</li> <li>Halcion training</li> <li>Embedded learning</li> <li>Elsa training</li> <li>Trauma Recovery Model</li> <li>Managers briefing</li> <li>Cyber ninja training</li> <li>Emergency First Aid at Work</li> </ul>
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 s	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	
Other social care workers providing direct care Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Contractual Arrangements	
	Ι
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 incr eased 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
type?	Yes
Does your service structure include roles of this type?	
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise
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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)	0
staff	
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 Training undertaken during the last financial yea	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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	No. of Non-guaranteed hours contract (zero hours) staff	0	
	Staff Qualifications		
Service Profile	No. of staff who have the required qualification	0	

Service Details

Name of Service No 1 Belle Vue

No. of staff working toward required/recommended 0 qualification

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	

### 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 pla nters.
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 <u>guidance</u> 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 sup port and opportunities are available by the means of coffee mor nings, meetings with individuals , Quality Assurance questionair e , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we con sult 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 , dev elopment and overall well being by communicating with key indi viduals such as family members , carers and professionals in re gards to health intervention such as GP'S , Speech and Langu age team , Occupational Therapist , Clinical nurses, psychologi sts 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 conce rns raised regarding individuals are escalated to the appropriat e professionals and agencies and all relevant paperwork compl eted.
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 5 31 March)

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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories	
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	
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)	1	
staff		
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
	d term contact staff by hours worked per week.	
Outline below the number of permanent and fixe		
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	1	
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 7	
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	1 7	
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1 7 0	
Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	1 7 0 1	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
nduction	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	Working towards Level 5 in Care
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 fixe	d 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	1
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1

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	7	
No. of posts vacant	1	
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'.		
	2	
Health & Safety	2 2	
Equality, Diversity & Human Rights 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	
Outline below the number of permanent and fixed	d 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)	6	
No. of part-time staff (16 hours or under per week)	0	

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	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.	Administrative assistant supports the respite servic es	
	Casual Care assistants - provides direct support in line with provider plans to individuals with a Learnin g Disability .	
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'.		
provided is only a sample of the training that ma can be added to 'Please outline any additional to	y have been undertaken. Any training not listed	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1	
provided is only a sample of the training that ma can be added to 'Please outline any additional to	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 0	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 0 1	

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 fixe	d term contact staff by hours wor
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
	0
No. of part-time staff (16 hours or under per week)	
No. of part-time staff (16 hours or under per week) Staff Qualifications	
	1

### Service Profile

Name of Service	Parc Newydd
Telephone Number	01443237848
What is/are the main language(s) through which your service is provided?	English Medium

#### Service Provision

How many people in total did the service provide care and support to during the last financial year?	44
xes Charged	
ees Charged	
the minimum weekly fee payable during the last financial year?	64.25

## 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?	

#### 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 gar dens 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 o f facilities including restaurants and shops for individuals to acces s.

### 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

1.

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 sup port and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulati on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we c onsult with individuals living and accessing the service for respit e.
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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co moleted.

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	24
31 March)	

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate sp stated, the information added should be the po	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
can be added to 'Please outline any additional not outlined above'.	training undertaken pertinent for this role which
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
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)	4	
staff		
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 spe		
stated, the information added should be the pos	ition 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		
Please outline any additional training undertaken	0	
pertinent to this role which is not outlined above.	0 Commenced Level 5 in Care	
Contractual Arrangements	Commenced Level 5 in Care	
Contractual Arrangements No. of permanent staff	Commenced Level 5 in Care	
Pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff	Commenced Level 5 in Care 34 0	
Contractual Arrangements No. of permanent staff	Commenced Level 5 in Care	

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		
Senior social care workers providing direct care Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type?		
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the positi	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the positive of the state of the positive of the state of the positive of the state of the positive of the	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the positive of the state of the positive of the posit	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added to positive stated stated, the information added to positive stated added to positive st	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0	
Does your service structure include roles of this type?         Important: All questions in this section relate spestated, the information added should be the positive stated, the information added to positive added to positive stated, the information added to positive stated added to positive additional transitional transition added to positive stated added to positive additional transition added to positive stated additional transitional statements additional statements additional transitional statements additional statements additing additional statements additional statements a	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0	
Does your service structure include roles of this type?         Important: All questions in this section relate spestated, the information added should be the positive stated, the information added to posts vacant         No. of staff in post       No. of posts vacant         Training undertaken during the last financial years provided is only a sample of the training that marcan be added to 'Please outline any additional transition of outlined above'.         Induction       Health & Safety         Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0	
Does your service structure include roles of this type?         Important: All questions in this section relate spestated, the information added should be the positive stated, the information added to positive stated added to provide a sample of the training that may can be added to 'Please outline any additional transition and the provide above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0	
Does your service structure include roles of this type?         Important: All questions in this section relate spestated, the information added should be the position added should be the position of staff in post         No. of staff in post         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years provided is only a sample of the training that marcan be added to 'Please outline any additional transition of outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 12	
Does your service structure include roles of this type?         Important: All questions in this section relate spestated, the information added should be the positive stated, the information added should be the positive stated added to positive stated added to provide a sample of the training that may can be added to 'Please outline any additional transition and the added to 'Please outline any additional transition be added to	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 2 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 12 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 s	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	
	<u> </u>	

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	Yes
type?	
type? Important: All questions in this section relate spec	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spec	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectrated, the information added should be the position	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectrates stated, the information added should be the positive Filled and vacant posts	tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spectrated, the information added should be the positive filled and vacant posts No. of staff in post	4 0 r for this role type. ont training. The list of training categories have been undertaken. Any training not listed
type? Important: All questions in this section relate spectrated, the information added should be the posite Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevated provided is only a sample of the training that may can be added to 'Please outline any additional training that	4 0 r for this role type. ont training. The list of training categories have been undertaken. Any training not listed
type? Important: All questions in this section relate spect stated, the information added should be the posit Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	4 0 r for this role type. unt training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type?         Important: All questions in this section relate spectstated, the information added should be the positive stated, the information added to the training that may can be added to the provide above.         Induction         Health & Safety	4 0 r for this role type. what training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
type? Important: All questions in this section relate spectrated, the information added should be the posite Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevated provided is only a sample of the training that may can be added to 'Please outline any additional train not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	4 0 r for this role type. nt training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0
type?         Important: All questions in this section relate spectstated, the information added should be the positive stated, the information added to the training that may can be added to the provide above.         Induction         Health & Safety	4 0 r for this role type. unt training. The list of training categories v have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 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 fixe	d 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 gualification	0
role types other than those already listed? 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 r
role responsibilities.	maintenance of the home . Ensures all regulatory r equirements are adhered to Legionella checks , Fin e Alarm , visual inspections on equipment . Admin assistant - answers telephone calls , payme nt of invoices , archiving of information , ordering o provisions etc. Casuals -Provides direct care in line with individual
	s plans and risk assessments.
Filled and vacant posts	s plans and risk assessments.
Filled and vacant posts	s plans and risk assessments.
• · · ·	6
Filled and vacant posts No. of staff in post No. of posts vacant	
No. of staff in post	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	6 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0

Dementia	1
Positive Behaviour Management	0
ood Hygiene	2
Please outline any additional training undertaken vertinent to this role which is not outlined above.	Fire Awareness First Aid
Contractual Arrangements	
lo. of permanent staff	2
lo. of Fixed term contracted staff	0
lo. of volunteers	1
lo. of Agency/Bank staff	0
lo. of Non-guaranteed hours contract (zero hours taff	) 4
Outline below the number of permanent and fi	ked term contact stall by hours worked per we
Outline below the number of permanent and fi lo. of full-time staff (35 hours or more per week)	1
lo. of full-time staff (35 hours or more per week)	1
lo. of full-time staff (35 hours or more per week) lo. of part-time staff (17-34 hours per week)	1
lo. of full-time staff (35 hours or more per week) lo. of part-time staff (17-34 hours per week) lo. of part-time staff (16 hours or under per week	1

### Service Profile

Service Details

Name of Service Pente	re House
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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

The maximum weekly fee payable during the last financial year?

People Supported	
How many people in total did the service provide care and support to during the last financial year?	25
Fees Charged	
The minimum weekly fee payable during the last financial year?	64.25

710.00

C	lomplaints	
	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 Questionaires Regulation 73 Visits Unannounced Inspections Review meetings. Residents Meetings.

#### Service Environment

On series la line has

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 gar dens 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 shop s 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

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 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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co mpleted.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Al 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

Г

The total number of full time equivalent posts at the service (as at 19 31 March)

The following section r and vacant posts, the	requires you to answer questions about each staff type training undertaken, the contractual arrangements in p	e including information about the number of filled place and the qualifications of those staff.	
The information entered	ed should relate to the period during which the staff me	ember 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	d 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	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the posi	
	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
• ·	ition as of the 31st March of the last financial year.
No. of staff in post	ition as of the 31st March of the last financial year.
· ·	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 1 1
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 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.	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 fixe	d 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	1
Manager	
qualification to be registered with Social Care	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff	0
qualification to be registered with Social Care Wales as a Service Manager	0 No
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this	
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this	
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this	No
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this         type?         Registered nurses         Does your service structure include roles of this	No
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this         type?	No
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this         type?         Registered nurses         Does your service structure include roles of this         type?	No
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this         type?         Registered nurses         Does your service structure include roles of this         type?         Senior social care workers providing direct care         Does your service structure include roles of this         type?         Senior social care workers providing direct care         Does your service structure include roles of this         type?	No         No         No         Yes         crifically to this role type only. Unless otherwise
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this         type?         Registered nurses         Does your service structure include roles of this         type?         Senior social care workers providing direct care         Does your service structure include roles of this         type?         Important: All questions in this section relate spe	No         No         No         Yes         crifically to this role type only. Unless otherwise
qualification to be registered with Social Care         Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this         type?         Nursing care staff         Does your service structure include roles of this         type?         Registered nurses         Does your service structure include roles of this         type?         Senior social care workers providing direct care         Does your service structure include roles of this         type?         Senior social care workers providing direct care         Does your service structure include roles of this         type?         Important: All questions in this section relate spee stated, the information added should be the post	No No No Yes

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'.

nduction	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
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 s	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
Staff Qualifications	
No. of staff who have the required qualification to	14
be registered with Social Care Wales as a social care worker	
be registered with Social Care Wales as a social	2
be registered with Social Care Wales as a social care worker No. of staff working towards the	2
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	2 No
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this	

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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 fixe	d 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 gualification	0
quaincation	
Catering staff	

No. of staff in post	2
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that man can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 fixe	d 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 equirements are adhered to Legionella checks , F e Alarm , visual inspections on equipment . Admin assistant - answers telephone calls , payment nt of invoices , archiving of information , ordering provisions etc.

No. of staff in post	9
No. of posts vacant	0
Training undertaken during the last financial y Set out the number of staff who undertook rele provided is only a sample of the training that r can be added to 'Please outline any additiona not outlined above'.	evant training. The list of training ca nay have been undertaken. Any tra
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
	0
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0
	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours	0 ) 7
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff	0 ) 7
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fi	0 ) 7 xed term contact staff by hours wor
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fi No. of full-time staff (35 hours or more per week)	0 ) 7 xed term contact staff by hours wor 7 21
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fi No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 ) 7 xed term contact staff by hours wor 7 21
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours staff Outline below the number of permanent and fi No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 ) 7 xed term contact staff by hours wor 7 21

### Service Profile

RCTCRC Support @ Home Service (Home Care Intermediate
RCTCBC Support @ Home Service (Home Care, Intermediate Care and Rehabilitation Service) and Supported Living
01443425442

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

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

# 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?	We consult regularly with individuals who use the service and thei r unpaid carers, as well as our staff, by: a) Our questionnaires, circulated annual for long term services an d at the end of a programme for short term services, allow individ uals 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 c ompleted anonymously however any negative written comments c annot then be responded to. b) The Responsible Individual carry out quarterly visits (Regulatio n 73 of the Regulated Services (Service Providers and Responsib le Individuals) (Wales) Regulations 2017 and the Regulation and I nspection of Social Care Wales Act 2016. These are face-to-face and direct quotes from individuals are gathered for quality assura nce. c) Review of the service being delivered to ensure individuals are satisfied and receiving appropriate support. d) Compliments and complaints

## 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 s ervice user engagement. We are committed to continuous improvement. To ensure our s ervices maintained; measures and consultation methods are in place to allow us to monitor the ongoing effectiveness of our de livery and make improvements where appropriate. We measure the quality of our service, using both quantitative and qualitativ e data. This is gathered from: • Electronic internal systems that have been set up to collect ou r performance information. • Consultation, using questionnaires to individuals in receipt of our service, carers, and staff. • Responsible Individual carry out quarterly visits (Regulation 7 3 of the Regulated Services (Service Providers and Responsibl e Individuals) (Wales) Regulations 2017 and the Regulation an d Inspection of Social Care Wales Act 2016. • Review of the service being delivered. • Compliments and complaints. Support@Home - 102 questionnaires were returned from indivi duals using the service during the year. Unpaid carers and refe rrers were also asked for feedback via surveys. Extra Care – A service consultation process is currently being d eveloped by the new appointed Quality Assurance & Reconfigu ration Manager and will be rolled out during 2023-2024. Weekly update meetings are undertaken with Linc Cymru where housin g or care provision observations can be discussed, and solutio ns actioned. Weekly service meetings are undertaken with the Quality Assurance & Reconfiguration Manager, to escalate con cerns. developments. feedback information and discuss referral
	cerns, developments, feedback information and discuss referral s ahead of the wider panel meetings. Monthly Interface meeting s are undertaken with the social work team managers to highlig ht individuals who may need additional support, changes in the health, abilities, independence who may need care manageme nt input. We also attend and support the tenant's association m eetings discussing any concerns the tenants may have with the care team, good practice and promote ideas. Supported Living – Consultation for Supported Living took plac e in July 2022, this gave individuals, family members and staff t eams an opportunity to tell us about how they feel about the se rvice and the quality of care/ support that is provided. 41 questi onnaires 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 communit y through partnership working we have been able to look at ne w opportunities to access facilities that will promote well-being. I ndividuals within our service have been supported to access ap propriate 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 me et individuals ongoing / changing health needs and supported t hem 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 t o organise, book and attend health appointments. Good practice links with the local health professionals, pharmacies have bee n developed and maintained. We meet informally with the nursi ng teams to discuss health concerns and adjust support packa ges to minimise/ prevent deterioration. During service reviews we e encourage open and honest discussions with the individuals and families, clarify concerns, highlight developments and tailor support @Home – following a programme of support service us ers / carers receive an end of service questionnaire. Home Car e service - annual surveys analysis data supports the evidence of users / carers of the service. The outcome from the Support walfs for and we will continue to improve on this. Social Care W ales registration, re-registration and CPD we continue to support service is and we will continue to improve and taining. We actively share i nformation with staff via SMS and email. In conjunction with our Occupational Health unit, staff have been provided with a Wellb eing Helpline and a new 'Cari' system for wellbeing support and advice, which can be accessed via self-referral. Career opport unitise is shared internally via The Source. All staff
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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
and neglect.	
	or neglect.
	All staff through induction receive training on safeguarding of A
	dults and Children. Refresher training also takes place for existi
	ng staff. From induction, training, team meetings and supervisio
	n, staff are fully aware of the reporting procedures for safeguar
	ding.
	Working in accordance with the National Wales safeguarding pr
	ocedures and RCT Council Corporate Safeguarding Policy we
	put safeguards in place to reassure Individuals and minimise th
	e risk to both users of the service and staff.
	For example:
	• All staff have the safeguarding app downloaded onto their wor
	k mobile device.
	All staff are issued with photographic identification badges whi
	ch must be worn when visiting individuals.
	• We do not allow staff to hold personal / private keys to individ
	ual's homes.
	• All key safe codes are stored electronically and will not be dis
	closed to any persons other than those responsible for direct c
	are.
	Under no circumstances are staff allowed to take anyone into i
	ndividual's homes without consent (or that of a relative / repres
	entative).
	• Staff are not able to accept gifts, money or legacies, or borro
	w or buy anything from people being supported.
	All staff wear a corporate uniform with the Council's logo clearl
	y displayed.
	• Staff employed in our service have received a satisfactory en
	hanced DBS check.
	• Staff will be subject to register with Social Care Wales within 1
	2 months of their employment and will be placed on a register t
	o 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, havin
	g the right knowledge and skills (including qualifications) and b
	eing physically and mentally fit to practise, as well as have suita
	ble competence and character.
	Our internal Multi Agency Safeguarding Hub (MASH) fully supp
	orts the health, safety, and wellbeing of identified vulnerable ad
	ults receiving our service. Having this function has enabled the
	team to have easy access to information and advice on all safe
	guarding issues.
	guurung 100000.

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 366 31 March)

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	

Filled and vacant posts	
	Γ.
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 ourse - 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	d 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	Yes

No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevat provided is only a sample of the training that man can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 s
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 fixe	d term contact staff by hours worked per week.
	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	5
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	5 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	5 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	5 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	5 0 0 2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this	5 0 0 2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	5 0 0 2 0 Yes
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	5         0         0         2         0         Yes         cifically to this role type only. Unless otherwise
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	5         0         0         2         0         Yes         cifically to this role type only. Unless otherwise

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	d 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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi-	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
stated, the information added should be the posi-	

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.	Professional boundaries - 6 staff Medication administration - 90 staff Fire awareness - 35 staff First aid - 26 staff Epilepsy training - 35 staff During the year, 838 training sessions were delive ed 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-Leaning undertaken. In addition a number of our Intermediate Care and Reablement t staff received Calderdale framework training.
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 fixe	d 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.	Duty/planner - 21. To answer phone calls and plar rotas. Duty supervisor - 1. To supervise the administratic n/duty team. Support@Home admin - 1. Provide administrative s upport.

Filled and vacant posts	
No. of staff in post	23
No. of posts vacant	0
provided is only a sample of the training that	Il year for this role type. relevant training. The list of training categories It may have been undertaken. Any training not liste nal training undertaken pertinent for this role which
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
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 ho staff	urs) 0
Outline below the number of permanent and	d fixed term contact staff by hours worked per weel
No. of full-time staff (35 hours or more per week	() 13
	10
No. of part-time staff (17-34 hours per week)	
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per we	ek) 0
, ,	ek) 0
No. of part-time staff (16 hours or under per we	ek) 0 0

#### Service Profile

Service Details

ice 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

96	
	96

#### 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. 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 gar dens 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 pr	ovision 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

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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 sup port and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulati on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we c onsult with individuals living and accessing the service for respit e.
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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co mpleted.
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)

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

Does your service structure include roles of this type?	Yes
	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year
Filled and vacant posts	
Filled and vacant posts No. of staff in post	1

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
Staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
Staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
Staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
Staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 15 29 2
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week.  15 29 2 1
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week.  15 29 2 1
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate spe	d term contact staff by hours worked per week.  15 29 2  1  Ves  cifically to this role type only. Unless otherwise
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate spe	d term contact staff by hours worked per week.  15 29 2  1  Ves  cifically to this role type only. Unless otherwise
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate spe stated, the information added should be the post	d term contact staff by hours worked per week.  15 29 2 1 1 Ves

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'.

nduction	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 Outline below the number of permanent and fixed	9 d term contact staff by hours worked per week.
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
Staff Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 15 29
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to	d term contact staff by hours worked per week. 15 29 2
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week. 15 29 2 2
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week. 15 29 2 2
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this	d term contact staff by hours worked per week.  15 29 2 2 0
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this type?	d term contact staff by hours worked per week.  15 29 2 2 0
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this type?         Nursing care staff         Does your service structure include roles of this	d term contact staff by hours worked per week.  15 29 2 2

Doog your convice structure include relation of this	Yes
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	34
No. of posts vacant	5
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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
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
Typical shift patterns in operation for employed s	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 per shift 14.40 pm - 22.10 pm - 7 per shift 22.00 pm - 7.30 am - 5 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	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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	7	
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	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	

qualification	
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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
nduction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
nfection, 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 fixe	ed 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	5
No. of staff working toward required/recommended gualification	0

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 indivises plans and risk assessments. Gardner / Handyman - maintains the grounds a maintenance of the home . Ensures all regulate equirements are adhered to Legionella checks e Alarm , visual inspections on equipment . Admin assistant - answers telephone calls , pay nt of invoices , archiving of information , ordering provisions etc.
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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 fixe	d 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	
Staff Qualifications No. of staff who have the required qualification	2

Name of Service	Troed Y Rhiw
	1
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

|--|

## 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 Questionaire 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 gar dens 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 Exc	hange Communication System (PECS)	No
	and Education of Autistic and related Communication- ed 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 <u>guidance</u> 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 sup port and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulati on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we c onsult with individuals living and accessing the service for respit e.
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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co mpleted.
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

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	
pertinent to this role which is not outlined above.       Fire Awareness.         Contractual Arrangements       Fire Awareness.		
Contractual Arrangements	·	
Contractual Arrangements No. of permanent staff	29	
	29 0	
No. of permanent staff		
No. of permanent staff No. of Fixed term contracted staff	0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 8	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 8	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 8 d term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 8 d term contact staff by hours worked per week. 12	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 8 d term contact staff by hours worked per week. 12 17	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 8 d term contact staff by hours worked per week. 12 17	
No. of permanent staff No. of Fixed term contracted staff No. of Volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 0 0 8 d term contact staff by hours worked per week. 12 17 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Agency/Bank staff Outline below the number contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 0 0 8 d term contact staff by hours worked per week. 12 17 0 1	

No. of staff in post	1
No. of posts vacant	0
	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
<u>^</u>	0
Food Hygiene	
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 fixe	ed 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	1
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1 0
No. of staff who have the required qualification to	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Doos your sorvice structure include rales of this	No	
Does your service structure include roles of this type?	No	
Saniar cacial care workers providing direct care		
Senior social care workers providing direct care	1	
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 No. of Fixed term contracted staff	29	
No. of volunteers	0	
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 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		
Safeguarding	3	
	3 0	
Medicine management		
	0	
Medicine management	0 2	
Medicine management Dementia	0 2 1	
Medicine management Dementia Positive Behaviour Management	0 2 1 0	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 2 1 0 1	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 2 1 0 1	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 2 1 0 1 Fire Awareness	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	0 2 1 1 0 1 Fire Awareness 29	
Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff	0 2 1 0 1 Fire Awareness 29 0	
Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff         No. of volunteers	0 2 1 1 0 1 Fire Awareness 29 0 0 0	
Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours)	0 2 1 1 0 1 Fire Awareness 29 0 0 0 0 8	
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 2 1 1 0 1 Fire Awareness 29 0 0 0 0 8	
Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours) staff         Outline below the number of permanent and fixe	0 2 1 1 0 1 Fire Awareness 29 0 0 0 0 8 d term contact staff by hours worked per week.	

Staff Qualifications			
No. of staff who have the required qualification	3		
No. of staff working toward required/recommended	1		
qualification			
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 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			
	22		
No. of permanent staff	29		
No. of Fixed term contracted staff 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	0		
qualification			

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 , payme nt of invoices , archiving of information , ordering of provisions etc. Casuals - Provides direct care in line with individua s plans and risk assessments. Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory equirements are adhered to Legionella checks , Fi e Alarm , visual inspections on equipment .
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
	↓
not outlined above'.	raining undertaken pertinent for this role which is
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding 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 fixe	d 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 (17-34 hours per week) No. of part-time staff (16 hours or under per week)

 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 billingual elements
Other languages used in the provision of the service	None

#### Service Provision

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.

Provide details of any other facilities to which the residents have access	Ty Brynna provides opportunities for individuals to access interest s both inside and outside of the home. There are games, books, c raft and play equipment available. These have been renewed to meet the needs and interests of individuals living at the home.
	Access to the community and inclusive activities is well establishe d and encouraged at Ty Brynna. Individuals have been consulted with about which activities they would like to engage in and prepar ation for these is made. There is choice in relation to activities that t they would like to join as a group, and activities that are tailored to their individual interests.
	Opportunities have been available to join local sports teams, gym, and youth clubs, together with individualised fishing trips and a ho liday. 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 f care and support at the home.

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.	As a long -term solo placement home Ty Brynna actively engag e individuals daily, to ensure that their voices are heard. Individ uals are encouraged to share their views in relation to how the service is meeting their needs, and see the outcomes of action s taken in response to their views. Individuals feel that their voic es are heard and that they participate in making decisions in th eir day to day lives about issues that are important to them. It is also clear that views are heard. Individuals are actively encoura ged to contribute to their experiences at the home.
	Ty Brynna uses a range of formal and informal methods to con sult and engage with individuals. These include one to one key working sessions, questionnaires and feedback through the chil dren looked after reviewing service. The examination of individu al files, and consultation within the RI Regulation 73 visits, sugg est that those who have received a service feel they can make appropriate choices, and have a central role in how they experi ence care and support. The solo nature of the placement lends itself to frequent consultation as part of everyday life at the ho me. Evidence at the home has also shown that communication between the home, and professionals is overall positive.
	As a solo home, relationships between the individual and staff c an be invested in, providing opportunities to develop and make progress in a safe environment where they are valued for who t hey are. Contribution to the functioning of the home is seen as i mportant and the individuals' choices are acted upon. As the home has looked after one individual for most of this rep orting period, consultation overall has been limited to those inv olved in their care. As new individuals access the service, invol vement with different areas of the service will expand opportunit ies for greater engagement.

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 receiving care and support at Ty Brynna are suppor ted to maintain their ongoing health, development, and overall well-being. This includes intellectual, social, and behavioural de velopment. This can be seen through the evidence of collabora tive working with primary and specialised services, to meet the needs of the individual. Ty Brynna provide care and support fo cuses on building positive relationships with individuals that can promote achievement, and recognises the unique abilities of ev eryone. Staff are motivated in encouraging individuals to engag e in activities that help them to realise personal well being. As a solo placement the home has been seen to maximise the opportunities to provide personalised care and support that foc uses on the well being of the individual. Feedback from those r eceiving a service from the home, has highlighted positive expe riences and opportunities to improve overall wellbeing outcome s
The extent to which people feel safe and protected from abuse and neglect.	Individuals living at Ty Brynna are being provided with a good s tandard of care and support that ensures that they are safegua rded from harm and that their well-being outcomes are met. Ris k assessment and risk management plans are in place that ensure that all staff are aware of their responsibilities and actions t o be taken to mitigate risks. Staff at Ty Brynna undertake safeg uarding training and have clear knowledge of reporting proced ures. 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 t heir development. The staff team can be seen to be skilled at d eveloping trusting relationships, which are based on honesty a nd value. This enables care and support to be provided in a se nsitive and respectful way. 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 infor mation at the home and confirmed through consultation with ke y stakeholders.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Individuals living at Ty Brynna experience a clean, well maintain ed homely environment in which they can relax and feel at hom e. The environment is personalised to meet individual preferen ces. The Individuals bedroom is spacious and decorated to thei r own taste. The bedroom is furnished with a lockable door. Thi s allows the individual to lock the door from the inside if they ch oose. Staff have a master key to enter the room in emergency situations. This allows individuals some dignity, in providing the m with a private space of their own. Access to the local community is encouraged with individuals b eing supported to engage in activities, and groups in the local a rea. This provides a sense of belonging, and can promote posit ive relationships with others who hold similar interests. The hom e has facilitated and supported a wide range of activities for ind ividuals at the home to enhance social networks for individuals and to support their individual needs and preferences.

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 11 31 March)

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.

stated, the information added         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the staff we have a staff we	ude roles of this     Yes       nis section relate specifically to this role type only. Unless otherwise       ad should be the position as of the 31st March of the last financial year.       1       0
stated, the information added         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the staff we have a staff we	ed should be the position as of the 31st March of the last financial year.
No. of staff in post No. of posts vacant Training undertaken during the Set out the number of staff w	
No. of posts vacant Training undertaken during the Set out the number of staff w	
No. of posts vacant Training undertaken during the Set out the number of staff w	0
Set out the number of staff w	
can be added to 'Please outli not outlined above'.	the last financial year for this role type. who undertook relevant training. The list of training categories i the training that may have been undertaken. Any training not listed lline any additional training undertaken pertinent for this role which is
Induction	0
Health & Safety	1
Equality, Diversity & Human Righ	hts 0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	t 1
Food Hygiene	0
Please outline any additional train pertinent to this role which is not	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	ff 0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours con staff	ontract (zero hours) 0
Staff Qualifications	
No. of staff who have the required be registered with Social Care W. Manager	
No. of staff working toward requir qualification to be registered with Wales as a Service Manager	
Deputy service manager	
Does your service structure inclu type?	ude roles of this 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	
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 8		
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		
	1	
Health & Safety	1	
Health & Safety		
Health & Safety Equality, Diversity & Human Rights	1	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1 1	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 1 1	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1 1 1 1 1	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 1 1 1 2	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1 1 1 1 2 6	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1 1 1 1 2 6 0	

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 s	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 Sk n duties when required. Average of 2 staff on s during the day and 2 staff during the afternoon
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	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	Ystrad Fechan
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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 i s 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 Questionaire 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

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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 sup port and opportunities are available by the means of coffee mor nings, meetings with individuals , Quality Assurance questionair e , pre stay and end of stay document completed by telephone with families and carer's .As part of our regulatory visits we con sult 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 , d evelopment and overall well being by communicating with key in dividuals such as family members , carers and professionals in regards to health intervention such as GP'S , Speech and Lang uage team , Occupational Therapist , Clinical nurses, psycholo gists 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 conce rns raised regarding individuals are escalated to the appropriat e professionals and agencies and all relevant paperwork compl eted.
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 po	osts at the	service (as at
31 March)				

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.

6

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 type?	of this 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	Filled and vacant posts		
	No. of staff in post	No. of staff in post 1		
	No. of posts vacant	0		
	Training undertaken during the last fir Set out the number of staff who under provided is only a sample of the trainin can be added to 'Please outline any a not outlined above'.	took relevant training. The ling that may have been unde	st of training categories ertaken. Any training not listed	
	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	d 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 spec	
stated, the information added should be the posi	tion as of the 31st March of the last financial year.
stated, the information added should be the positive of the po	
Filled and vacant posts	tion as of the 31st March of the last financial year.
Filled and vacant posts	tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional training the	tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'.	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction	tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction Health & Safety	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	tion as of the 31st March of the last financial year.  1 0 r for this role type. ant training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 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.	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	d 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	1			
Manager				
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			
AL -				
Nursing care staff				
	No			
Nursing care staff Does your service structure include roles of this	No			
Nursing care staff Does your service structure include roles of this type?	No			
Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this				
Nursing care staff         Does your service structure include roles of this type?         Registered nurses         Does your service structure include roles of this type?				
Nursing care staff         Does your service structure include roles of this type?         Registered nurses         Does your service structure include roles of this type?         Senior social care workers providing direct care         Does your service structure include roles of this	No			
Nursing care staff         Does your service structure include roles of this type?         Registered nurses         Does your service structure include roles of this type?         Senior social care workers providing direct care         Does your service structure include roles of this type?	No			
Nursing care staff         Does your service structure include roles of this type?         Registered nurses         Does your service structure include roles of this type?         Senior social care workers providing direct care         Does your service structure include roles of this type?         Other social care workers providing direct care         Does your service structure include roles of this type?         Other social care workers providing direct care         Does your service structure include roles of this type?         Important: All questions in this section relate specified	No			
Nursing care staff         Does your service structure include roles of this type?         Registered nurses         Does your service structure include roles of this type?         Senior social care workers providing direct care         Does your service structure include roles of this type?         Other social care workers providing direct care         Does your service structure include roles of this type?         Other social care workers providing direct care         Does your service structure include roles of this type?         Important: All questions in this section relate specified	No No Yes cifically to this role type only. Unless otherwise			

No. of posts vacant	0
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
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
staff	1 ed term contact staff by hours worked per week.
staff	
Staff Outline below the number of permanent and fix	ed term contact staff by hours worked per week.
Staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)	ed term contact staff by hours worked per week.
staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)	o     12     0
Staff Outline below the number of permanent and fix No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0         12         0         staff         7.00 am - 15.00 pm         15.00 pm - 22.00 pm         22.00 pm - 07.00 am
staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Typical shift patterns in operation for employed         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	ed term contact staff by hours worked per week. 0 12 0 staff 7.00 am - 15.00 pm 15.00 pm - 22.00 pm
staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Typical shift patterns in operation for employed         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.	0         12         0         staff         7.00 am - 15.00 pm         15.00 pm - 22.00 pm         22.00 pm - 07.00 am
staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Typical shift patterns in operation for employed         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.	0         12         0         staff         7.00 am - 15.00 pm         15.00 pm - 22.00 pm         22.00 pm - 07.00 am
staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Typical shift patterns in operation for employed         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.         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a social	ed term contact staff by hours worked per week.  0 12 0 staff 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
staff         Outline below the number of permanent and fix         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Typical shift patterns in operation for employed         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.         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker         No. of staff working towards the	ad term contact staff by hours worked per week.         0         12         0         staff         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         12

Other types of staff	
Does your service structure include any additional	Yes
role types other than those already listed? 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 into ormation required by the organisation , archiving o information.
	Casuals - Provides direct care in line with individua s plans and risk assessments.
Filled and vacant posts	
No. of staff in post	2
•	0
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional to not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Admin Assistant - Cyber Ninja Training , WICCIS , or 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 fixe	d 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	
	1

ce 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 require

## Service Provision

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

## 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?	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	<ul> <li>Internal gardens for individuals to access outdoor spaces and gar dens have raised flowerbeds and plenty of seating areas.</li> </ul>

	Ystrad Fechan is located in the Rhondda Valley and close to sho
access	ps and local amenities in Treorchy.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro-	ovision 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 <u>guidance</u> 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 sup port and opportunities are available by the means of resident's meetings, Quality Assurance questionnaire , Quarterly Regulati on 73 visits , telephone conversations with families and carer's . All of these form part of our regulatory requirements when we c onsult with individuals living and accessing the service for respit e.
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 , dev elopment and overall, wellbeing by communicating with key indi viduals such as family members , carers and professionals in re gard to health intervention such as GP'S , Speech and Langua ge team , Occupational Therapist , District Nurses , Dementia In tervention Team ,psychologists and other professional bodies t o monitor and maintain the Health and Well Being of the reside nts 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 conce rns raised in regards to individuals are escalated to the approp riate professionals and agencies and all relevant paperwork co mpleted.
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)	22

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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
	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
	Outline below the number of permanent and fixe	d 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 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	
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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 ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t 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	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
Outline below the number of permanent and fixe	ed 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 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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion 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 yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories
	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         0         0         0
Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         0         14
Set out the number of staff who undertook releva provided is only a sample of the training that mar can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         14         0
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         0         14         0         11
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         14         0         11         0
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         0         0         14         0         11         0         0
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         14         0         11         0
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         0         14         0         11         0         0         0         0         11         0         0         0         Fire Awareness
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         0         0         0         0         0         14         0         11         0         0         0         0         11         0         0         0         Fire Awareness
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 14 0 11 0 0 0 0 5 Fire Awareness First Aid
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 14 0 11 0 0 0 0 Fire Awareness First Aid
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 14 0 11 0 0 0 0 5 Fire Awareness First Aid 32 0
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ant training. The list of training categories   y have been undertaken. Any training not listed   aining undertaken pertinent for this role which is   0   0   0   0   0   0   14   0   11   0   0   11   0   0   14   0   15   16   17   18   19   11   11   11   11   11   11   11   11   11   11   12   132   132   10   10   11   11   12   13   14   14   15   16   17   18   19   19   10   11   10   11   11   12   13   14   14   15   16   17   18   19   19   10   10   11   11   12   13   14   14   15   16   17   18   19   19   10   10   10
Set out the number of staff who undertook releva provided is only a sample of the training that mar- can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 14 0 14 0 0 11 0 0 0 0 5 Fire Awareness First Aid 32 0 0 0 4
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff	Ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 14 0 14 0 0 11 0 0 0 0 5 Fire Awareness First Aid 32 0 0 0 4

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	7.20 am - 14.50 pm - 4 staff per shift
at the service in this role type. You should also	14.40 pm - 22.10 pm 4 staff per shift
include the average number of staff working in each shift.	22.00 pm - 7.30 am - 3 staff per shift
Staff Qualifications	
No. of staff who have the required qualification to	17
be registered with Social Care Wales as a social care worker	"
No. of staff working towards the	0
required/recommended qualification	
Other social care workers providing direct care	
Does your service structure include roles of this	No
type?	
Domestic staff	
Does your service structure include roles of this type?	Yes
type?	
Important: All questions in this section relate so	ecifically to this role type only. Unless otherwise
	sition as of the 31st March of the last financial year.
·	· · · · ·
Filled and vacant posts	
Filled and vacant posts No. of staff in post	7
	7 0
No. of staff in post No. of posts vacant	0
No. of staff in post	0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye	0 ar for this role type.
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional	0 ar for this role type. vant training. The list of training categories
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional not outlined above'.	0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	0         ar for this role type.         vant training. The list of training categories         ay have been undertaken. Any training not listed         training undertaken pertinent for this role which is         0         0         0         0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that m can be added to 'Please outline any additional in not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         4       0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional is not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         4       0
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional is not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         3       0
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releven provided is only a sample of the training that matcan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         3       0
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         2       Fire Awareness
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         2       0
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relexprovided is only a sample of the training that me can be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         2       Fire Awareness
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         2       Fire Awareness
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relexprovided is only a sample of the training that me can be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         2       Fire Awareness
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that marcan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         0       0         2       Fire Awareness         First Aid       First Aid
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook relexprovided is only a sample of the training that macan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         10       0         10       0         10       0         10       0         11       0         12       Fire Awareness         First Aid       1         32       32
No. of staff in post         No. of posts vacant         Training undertaken during the last financial ye         Set out the number of staff who undertook releve         provided is only a sample of the training that marcan be added to 'Please outline any additional in not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff	0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0       0         0       0         0       0         0       0         0       0         0       0         0       0         10       0         10       0         10       0         10       0         13       0         0       1         12       Fire Awareness         First Aid       32         0       0         32       0

No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixe	d 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 spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	3
No. of posts vacant	
Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 2
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 2 0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0 0 0 2 0 0 0
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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 , payme nt of invoices , archiving of information , ordering provisions etc. Gardner / Handyman - maintains the grounds and maintenance of the home . Ensures all regulatory equirements are adhered to Legionella checks , F e Alarm , visual inspections on equipment . Casuals - Provides direct care in line with individu s plans and risk assessments.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1
	aining undertaken pertinent for this role which is
not outlined above'.	raining undertaken pertinent for this role which is
not outlined above'.	0
Induction Health & Safety	0
Induction Health & Safety Equality, Diversity & Human Rights	0 0 0
Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 0 0 0
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 0 0 0 0 3
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 0 0 0 0 3 0
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 0 0 0 3 0 3
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 0 0 0 0 3 0
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 0 0 3 0 3 0
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 0 0 0 3 0 3 0 2
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 0 0 3 0 3 0 2 1 Fire Awareness
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Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	0 0 0 0 3 0 3 0 2 1 Fire Awareness First Aid
not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 0 0 3 0 3 0 2 1 Fire Awareness First Aid 32
not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff	0 0 0 0 3 0 3 0 2 1 Fire Awareness First Aid 32 0
not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff         No. of volunteers	0 0 0 0 3 0 3 0 2 1 Fire Awareness First Aid 32 0 0
not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours)	0 0 0 0 3 0 3 0 3 0 2 1 Fire Awareness First Aid 32 0 0 0 1 4

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