

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Stepping Stones Care Services (South Wales) Limited	
The provider was registered on:	29/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fforddy Gyfraith Farm	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	01/09/2020
	Responsible Individual(s)	Daniel Willis
	Manager(s)	Cassie Leggett
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Penyparc Farm	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	01/02/2020
	Responsible Individual(s)	Daniel Willis
	Manager(s)	Stephen Royds
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	The Old Rectory	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	13/10/2021
	Responsible Individual(s)	Daniel Willis
	Manager(s)	Elizabeth Crowhurst
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	The Farm	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	16/11/2018
	Responsible Individual(s)	Daniel Willis
	Manager(s)	Claire Dobney
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service

Green Court Mill	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/11/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Elena Evstafieva, Ian Price
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Rhiwinder House	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	30/10/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Sarah Mouny
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Nant Y Fedwen	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/11/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Emma Roberts
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Cefn Cottage	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/10/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Elena Evstafieva
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Old Gatehouse	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	02/11/2018
Responsible Individual(s)	Daniel Willis
Manager(s)	Carl Cerasuolo
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Malpas Meadows	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/08/2018

Responsible Individual(s)	Daniel Willis
Manager(s)	Cassie Leggett
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have introduced a new Training Needs Analysis document that managers are utilising to assess training needs. We have committed to an online training programme with Care Skills Academy delivering mandatory training to our staff from the point of induction. We have developed relationships with external providers Safe Approach Ltd to deliver our restrictive physical intervention training and the Behaviour Clinic to deliver their TRIBE residential model of care across our organisation.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Real Living Wage introduced commencing 1st December 2023 to assist in recruitment and retention.

Service Profile

Service Details

Name of Service	Cefn Cottage
Telephone Number	01873840592
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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	1
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?	Young people have the opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions also provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi-annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	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	NA

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.</p> <ul style="list-style-type: none"> • Choice of key worker. • Individual outcomes planners. • Rewards and sanctions. • Attendance and participation in house meetings. • Planning weekly menus. • Planning weekly activities. • Participation in devising their personal plans • Support to contribute to meetings and reviews. • Involvement in bi-annual Quality of Care Reviews. • Responsible Individual/Regulation 73 visits. <p>Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.</p> <p>Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. <p>The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>10</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2

No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	

Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	0
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x6
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service	Ffordd y Gyfraith Farm
Telephone Number	01656743786
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working session also provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
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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?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outside area plus allotment. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2

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 social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	5

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2

Contractual Arrangements

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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Green Court Mill
Telephone Number	01873856958
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working session all so provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultation are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Extensive gardens and outdoor area including basketball court. Allotment area. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3

Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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 to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	6

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	9
Equality, Diversity & Human Rights	2
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	3
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x9
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service	Malpas Meadows
Telephone Number	01443716404
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Young people have the opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions also provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi-annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1

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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	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
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x1
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 social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2

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

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

Induction	8
Health & Safety	9
Equality, Diversity & Human Rights	2
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	3
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x9

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service	Nant Y Fedwen
Telephone Number	01639702932
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions so provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Extensive gardens and outdoor area including playground/activity area
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintain the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>10</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1

No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	

Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	10
Equality, Diversity & Human Rights	5
Infection, prevention & control	10
Manual Handling	0
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	5
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x10
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	5

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

Service Profile

Service Details

Name of Service	Old Gatehouse
Telephone Number	01685813632
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working session also provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
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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	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1

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.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3

Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
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?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	11
Equality, Diversity & Human Rights	2
Infection, prevention & control	11
Manual Handling	0
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	3
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x11
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	6

Service Profile

Service Details

Name of Service

Penyparc Farm

Telephone Number	01873857043
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions so provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Garden and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2

Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3

Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	10
Equality, Diversity & Human Rights	2
Infection, prevention & control	10
Manual Handling	0
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	3
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x10
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	5

Service Profile

Service Details

Name of Service

Rhiwinder House

Telephone Number	01443674173
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	6
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions so provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Extensive gardens and outdoor area. Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1 Autism Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1

Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
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	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	4

Dementia	0
Positive Behaviour Management	2
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x4 Autism Training x3
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	9
Equality, Diversity & Human Rights	4
Infection, prevention & control	9
Manual Handling	0
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	4
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x9 Autism Training x9
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service

The Farm

Telephone Number	01446775686
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2800
The maximum weekly fee payable during the last financial year?	3857

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	2
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions so provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	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	Extensive gardens and outdoor area. Rural locations
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	PMVA Training x1 Autism Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1

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.	PMVA Training x1 Autism Training x1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	4

Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x4 Autism Training x4
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	16
Equality, Diversity & Human Rights	3
Infection, prevention & control	16
Manual Handling	0
Safeguarding	16
Medicine management	16
Dementia	0
Positive Behaviour Management	5
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x16 Autism Training x16
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	1
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service

The Old Rectory

Telephone Number	01633846475
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	280
The maximum weekly fee payable during the last financial year?	3857

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Young people have opportunity to verbalise and discuss any opinions or perspectives on the operation of the service on a weekly basis during their house meetings. In house key working sessions so provide young people with the opportunity to raise any thoughts or wishes they may have on the running of the service. Verbal consultations are conducted with the young people by the Responsible Individual during statutory regulation 73 inspections in addition to regular discussions with the Operations team. More formal consultations are made via questionnaires during the bi annual Quality of Care Review. Young people are informed of and reminded of the formal complaints process within the homes and supported through the process when required.

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?	4
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	Extensive gardens and outdoor area, Rural location
Provide details of any other facilities to which the residents have access	N/A

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

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

Statement of Compliance

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.

At Stepping Stones we understand that our young people often feel disempowered over the control they have over their lives, therefore, it is paramount that we empower them to express their wishes and feelings, feel listened to and have input into all aspects of their lives. We instil this ethos from the moment a young person arrives by providing the opportunity to visit, have input into the layout of their bedroom and feel welcomed to the home. Our homes encourage young people to have input and participate in decision making regarding the following.

- Choice of key worker.
- Individual outcomes planners.
- Rewards and sanctions.
- Attendance and participation in house meetings.
- Planning weekly menus.
- Planning weekly activities.
- Participation in devising their personal plans
- Support to contribute to meetings and reviews.
- Involvement in bi-annual Quality of Care Reviews.
- Responsible Individual/Regulation 73 visits.

Young people are consulted on any decision regarding the environment in which they live, such as décor of communal rooms and new purchases such as garden items, instrumental to making it a home.

Direct work and keywork sessions are personal to the individual child and allow him/her to be actively involved in the changes that they need to make to their lives. This can include helping them to understand barriers to progression, working through difficulties and allowing them to identify, in a safe and non-judgmental way, that they can make positive choices which can improve their outlook on life. This gives the child a sense that they can be in control of their own behaviour, especially when so many decisions are made or have been made.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Stepping Stones promotes happyhood for its young people by supporting them in an number of ways, outlined below.</p> <ul style="list-style-type: none"> • Key working sessions to help with their emotional resilience and wellbeing. The young people are given the opportunity and support to develop skills and strategies for self-regulating and understanding their emotions or ways in which they can keep themselves safe. This is achieved through staff support in co-regulation until a young person can practice and utilise strategies of their own. Key work sessions also support any therapeutic intervention that may be ongoing, exploring previous life experiences or issues that require addressing such as CSE, family relationships, Independence Skills etc. • Making and documenting memories such as celebrations of Birthdays, Christmas and Anniversaries. • Consistent routines and boundaries within our home support emotional well-being and mental health by ensuring young people feel safe and secure in their environment, taking into account attachment styles. • Happyhood is promoted within Stepping Stones by taking a multi-agency approach to support young peoples mental and physical health by proactively consulting and working with specialist agencies such as The Behaviour Clinic, MyST, Studio 3, Enfys, Barod, Barnados CSE specialists etc. to address specific issues and needs such as therapy, substance misuse or high risk CSE. • Staff role modelling stable, trusted and supportive adults in the lives of the young people we care for also supports and contributes to their overall wellbeing. • At Stepping Stones we ensure all health care services are consulted and appointments facilitated. Ensuring they are meeting their developmental milestones and appropriate actions are implemented if they are not thriving. • Our homes support, encourage and facilitate young peoples participation in community and social groups and activities to develop social skills and mental and emotional well-being. • Our homes receive monthly consultations from The Behaviour Clinic and staff are trained in the TRIBE residential model of care which assists them to ensure children are progressing through their behaviour development and supporting their wellbeing. The examples provided above encompass a holistic approach both formally and informally to the extent our young people are happy and supported to maintain their development and overall well-being.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding our young people from abuse and neglect is one of our core principles and ultimately our main objective by providing a safe and nurturing home. This is firstly achieved through robust recruitment processes that ensure staff are appropriately qualified and experienced for the role. Formal checks such as obtaining DBS and references are followed and scrutinised. All staff undertake safeguarding training as part of their induction process. The matching process of a young person into the home is essential to protect from abuse and harm and we pride ourselves on a robust matching process that encompasses a multi-agency approach and details the impact young people may have on one another. Wales Safeguarding Procedures are followed and processes implemented when appropriate e.g. submitting a referral for safeguarding concerns. Detailed Individual Risk Assessments are completed which are reviewed and incorporate measures to protect young people from abuse and harm. There are several avenues available to a young person to raise concerns or complaints to develop their sense of feeling safe and listened to including formal and informal consultation processes and a formal complaints process that they are able to follow.</p>

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

In terms of property location and specification, a careful selection process is undertaken to ensure that each new property sourced meets a number of specific requirements that Stepping Stones see as being crucial in achieving optimal care standards. Homes are strategically opened in geographical areas close to other homes to create subgroups to ensure synergies and shared resources are available across those care settings. Properties purchased are all in a suitable rural / semi-rural location with the quality of the premises always of a very high standard and the location always in areas beneficial to the needs of placing authorities while also being situated within suitable proximity to activities and resources that are integral to care provision. For example, being able to shop at local supermarkets or being able to participate in healthy outdoor activities. Properties must be of a suitable construction and layout to accommodate the enhanced requirements of a care home, including suitably sized bedrooms for each young person, well-positioned communal areas, as well as adequate kitchen and administration spaces. Maintenance issues are addressed as quickly as possible to ensure a high quality environment that supports our young people's wellbeing and they are consulted on personalising and maintaining the décor of the home to give ownership and pride over their living space. Facilities within the home are provided and updated taking young people's wishes and feelings into consideration such as a games room, specific garden equipment etc, all of which contribute to their well-being.

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

Number of posts and staff turnover

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

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

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

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

Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x2
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	0
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x3

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 social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	Residential Support Worker
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0

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

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

Induction	10
Health & Safety	11
Equality, Diversity & Human Rights	5
Infection, prevention & control	11
Manual Handling	0
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	4
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PMVA Training x11

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	5