

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: Transform Residential Limited

The provider was registered on: 10/05/2019

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

CFD Adult Placement Service	
Service Type	Adult Placement Service
Type of Care	None
Approval Date	19/05/2020
Responsible Individual(s)	
Manager(s)	Kathryn Perrin
Service Conditions	There are no conditions associated to this service

CTE Towy Cottage	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	11/10/2021
Responsible Individual(s)	
Manager(s)	Kathryn Perrin
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

CFD Living	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/05/2019
Responsible Individual(s)	
Manager(s)	Kathryn Perrin
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

CFD Welsh Hook	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	24/01/2020
Responsible Individual(s)	
Manager(s)	Craig Young
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

CFDLwyn Flod	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	23/09/2019
Responsible Individual(s)	
Manager(s)	Nicola Young
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
CFD Arwerydd	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	01/07/2020
Responsible Individual(s)	
Manager(s)	Kathy Perrin
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 run a range of audits to understand what training needs are emerging in three main areas; 1. Student identified needs that include any direct training required to support their identified needs e.g. Autism/LD awareness through to specific conditions awareness, and communication needs. 2. Industry identified needs that emerge from the understanding of health and safety, All Wales Induction etc. 3. Organisational vision and values are designed to educate and uphold the values of TRL
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We run similar audits to our training audits described above on our staffing allocations, but we also have a clear staffing budget setting and monitoring process. This enables us to monitor the number of hours required to support an individual and the actual number of hours provided in a given setting. In the past 12 months we have also increased our staff salaries in an effort to improve our recruitment and retention - which has resulted in a reduction of our agency use.

Service Profile

Service Details

Name of Service	CPD Adult Placement Service
Telephone Number	01994419420
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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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?	We conduct reviews of people's views on a routine basis and we t his year we will launch a student survey.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Students that may live at the Adult Placement are able to formally communicate their choices about their care and support, they also tend to have capacity to sanction/approve the support they receive.</p> <p>Examples of this could be that past students have communicated, that they do not want to move into another provision for any length of break/respite the Adult placement. Students have also been formally involved in choosing the house they live in, going to see it before moving in and being able to choose their bedroom from rooms that are available.</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.

Student personal plans are monitored and changed as required to ensure they continue to meet the students needs. Individuals accommodated at the Adult Placement work with the staff, as well as with staff from the college, to consider how they are achieving the outcomes they are working towards. The Ruskin Mill Trust's bespoke three stage formative assessment tool is used to track and monitor progress, this includes a Living Skills Assessment where we map progress being made. Quarterly reviews provide opportunities for individuals and staff to consider whether any alteration to their support arrangements would be appropriate. Students and service users who express an interest in making alterations to their accommodation arrangements are provided with suitable support or with independent advocacy as appropriate. A formal Annual Review meeting provides an opportunity for individuals and their representatives to consider progress with achieving outcomes. The agreed outcomes that individuals are working towards, together with the courses and interventions in place to enable individuals to achieve them, can be adjusted at the annual review. Other reviews, such as statutory reviews for individuals in the care of their local authority are arranged as required. In rare situations, it may be appropriate for a student to leave the college or their accommodation, e.g. if the registered manager considers that it is unable to meet their needs. This process would be managed by a multi-disciplinary team in which the student and their representatives are fully involved. Planning for transition at the end of a student's time at Coleg Plas Dwbl and their residential placement at the Adult Placement takes place throughout their time at college but with an especial focus during the final year of the placement. This work is led by the college's ALNCo who collaborates with the registered manager and team, with the local Careers Wales advisor, and with the individual concerned and his or her representatives. Their aim is to support individuals so that they are able to identify and plan the appropriate next step. Following a placement at one of Transform Residential Ltd Care homes and Coleg Plas Dwbl, college students progress in a variety of ways including: independent living and employment; supported housing and continued further education and training; full residential care and sheltered activity.

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

Students that may live at the Adult Placement service could be at risk of exploitation in the community, they will abscond and get into vehicles that they don't know. Their placement at the Adult Placement service is instrumental in supporting them to understand and digest these risks amongst all other risks associated with adolescence and growing into adulthood.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 3

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
Manual Handling	1
Safeguarding	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.	

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	The Adult Placement team is made up of 2 individual coordinators working with the student through all hours that the student is not at College (Mon - Fri, 9 - 4). periodically a staff member from the wider team will take them out for the day to offer some respite/days off.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
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	CPD Arwerydd
Telephone Number	01994419546
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	none other than Welsh and English

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?	1920.25
The maximum weekly fee payable during the last financial year?	1920.25

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We have a range of tools designed to gather feedback from students. These are organised into formal and informal mechanisms:</p> <p>Informal (Ad hoc):</p> <ul style="list-style-type: none"> - conversations with staff on shift - feedback to house manager potentially escalating through the complaints procedure <p>formal (planned):</p> <ul style="list-style-type: none"> - regular student meetings (weekly) - Student council in the college collect feedback about student experience - review of personal plan (every 3 months minimum/as required) - Student survey to be completed by the end of July 2023

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	there is a large garden and seating area that is maintained by the team.
Provide details of any other facilities to which the residents have access	The students also have access to walks and cycling in the local area and they like to go into Newcastle Emllyn with their support staff regularly. The students go to a gym and swimming pool, ten pin bowling, Mencap community activity. The students also like to go further afield to spend time with Peers in Cardigan and Carmarthen for example.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Students at ARW like to use widgets as a communication tool.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Students that may live at the ARW are usually able to formally communicate their choices about their care and support, they also tend to have capacity to sanction/approve the support they receive. However the service is able to support students that require restrictions that lead to DoLS.</p> <p>The students at ARW will have specific profile and one example of how we have supported them is that we have designated one bedroom as a living room that one student can use whilst the other tends to use the communal living space. This enables the students to enjoy private spaces as traditional communal spaces have been evidenced as dysregulating them.</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>Personal plan is monitored and changed as required to ensure they continue to meet the students needs. Individuals accommodated at the Adult Placement work with the staff, as well as with staff from the college, to consider how they are achieving the outcomes they are working towards. The Ruskin Mill Trust's bespoke three stage formative assessment tool is used to track and monitor progress, this includes a Living Skills Assessment where we map progress being made.</p> <p>Quarterly reviews provide opportunities for individuals and staff to consider whether any alteration to their support arrangements would be appropriate. Students and service users who express an interest in making alterations to their accommodation arrangements are provided with suitable support or with independent advocacy as appropriate.</p> <p>A formal Annual Review meeting provides an opportunity for individuals and their representatives to consider progress with achieving outcomes. The agreed outcomes that individuals are working towards, together with the courses and interventions in place to enable individuals to achieve them, can be adjusted at the annual review.</p> <p>Other reviews, such as statutory reviews for individuals in the care of their local authority are arranged as required.</p> <p>In rare situations, it may be appropriate for a student to leave the college or their accommodation, e.g. if the registered manager considers that it is unable to meet their needs. This process would be managed by a multi-disciplinary team in which the student and their representatives are fully involved.</p> <p>Planning for transition at the end of a student's time at Coleg Plas Dwbl and their residential placement at the ARW takes place throughout their time at college but with an especial focus during the final year of the placement. This work is led by the college's ALNCo who collaborates with the registered manager and team, with the local Careers Wales advisor, and with the individual concerned and his or her representatives. Their aim is to support individuals so that they are able to identify and plan the appropriate next step.</p> <p>Following a placement at one of Transform Residential Ltd Care homes and Coleg Plas Dwbl, college students progress in a variety of ways including: independent living and employment; supported housing and continued further education and training; full residential care and sheltered activity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The students living at ARW are particularly at risk from the following:</p> <ul style="list-style-type: none"> - online abuse & bullying - self harm/aggression directed at self - absconding and fixated attention directed at emergency service <p>All staff are fully trained in the students specific profiles, as well as completing their mandatory training. Registered Managers are trained to Level 3 Safeguarding Children and Adults. All staff are vetted through reference and DBS at recruitment, but DBS is renewed every 3 years for each staff member.</p>

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

The arrangements for admission to a placement at CPD Arwerydd are aligned to and integrated with those in use to admit students to Coleg Plas Dwbl.

Before a placement can be taken up, individuals have the opportunity to learn about and visit the home and college to find out what is on offer and how they can benefit from attending. This involves a stay of two or three nights in one of the Care Homes within the group, where they experience the care and support offered by the staff team, and the type and location of the facilities on offer.

Following consultation, including with their representatives and placing authorities, individuals are asked whether they wish to pursue an application for a place at the college. If they agree that this is the kind of residential and educational placement they want and if they are happy with the accommodation and care on offer, then a full multi-disciplinary assessment is carried out. The assessments take into account the requirements of regulation and include:

- A review of reports relating to educational, social, medical and psychiatric history
- Risk assessments in relation to self, others and property. This includes any anticipated risk associated with members of the public and the local community
- Daily records, behaviour reports, feedback from staff and the young person on their stay
- Living Skills Assessment
- Practical and vocational skills assessment in a range of land work and craft workshops
- Educational skills assessment of literacy and numeracy skills.
- Speech, language and communication assessment
- An assessment of independent living skills
- Where the applicant is looked after child, the Part 6 care and support plan is considered in liaison with the relevant placing authority
- Where the applicant is a care leaver the pathway plan is obtained and taken into account.

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)	9
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
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
<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>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Seniors at ARW will work 32 hours on a shift pattern similar to that described for support staff, they will have an additional 8 hours to work 'off rota' in the house to support the registered manager with their role.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>0</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>2</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>7</p>
<p>No. of posts vacant</p>	<p>1</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>1</p>
<p>Health & Safety</p>	<p>7</p>
<p>Equality, Diversity & Human Rights</p>	<p>7</p>
<p>Infection, prevention & control</p>	<p>7</p>
<p>Manual Handling</p>	<p>7</p>
<p>Safeguarding</p>	<p>7</p>
<p>Medicine management</p>	<p>7</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>7</p>
<p>Food Hygiene</p>	<p>7</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>8</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>1</p>

No. of Non-guaranteed hours contract (zero hours) staff	2
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)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The evening shift has 3 staff on shift between 4pm – 10pm, 2 will stay on to sleep at ARW, in the morning from 7am – 9am there will be 2 members of staff who will support students to College. At the weekend there will be 3 staff on shift between 9am to 10pm, with a shift swap at 4pm – 2 staff will sleep at the property.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	CPD Llwyn Piod
Telephone Number	01994419420
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English and Welsh speaking staff only

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?	1920.25
The maximum weekly fee payable during the last financial year?	1920.25

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We have a range of tools designed to gather feedback from students. These are organised into formal and informal mechanisms:</p> <p>Informal (Ad hoc):</p> <ul style="list-style-type: none"> - conversations with staff on shift - feedback to house manager potentially escalating through the complaints procedure <p>formal (planned):</p> <ul style="list-style-type: none"> - regular student meetings (weekly) - Student council in the college collect feedback about student experience (this is aspirational for the student in LP at the moment) - review of personal plan (every 3 months minimum/as required) - Student survey to be completed by the end of July 2023

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	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	LP is located next door to the college so there is a wide variety of outside access that the student has access to. They are able to (and do) enjoy the large garden and when able to will walk into the College grounds.
Provide details of any other facilities to which the residents have access	The house is located in the National Park so there are a wide variety of walks and trips available to physically fit individuals. The student has also been to lots of events in the local area including accessing beaches, castles and other outside activities.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The students that may live at LP are not always able to formally communicate their choices about their care and support, they also may not have capacity to sanction/approve the support they receive. The team are familiar with working with the Court of Protection to approve this level of support when it meets the needs of the Acid test.</p> <p>The students at LP do have specific profiles including profound communication difficulties e.g. students may be able to point to the people that they want to work with them to do specific tasks e.g. personal care. The team work with students to gather a longer term view of what they are able to consent to or not. Staff are able to use sign language very effectively, and the team spend a great deal of time learning signs that are individual to the students.</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>Personal plan is monitored and changed as required to ensure they continue to meet the students needs. Individuals accommodated at LP work with the staff, as well as with staff from the college, to consider how they are achieving the outcomes they are working towards. The Ruskin Mill Trust's bespoke three stage formative assessment tool is used to track and monitor progress, this includes a Living Skills Assessment where we map progress being made.</p> <p>Quarterly reviews provide opportunities for individuals and staff to consider whether any alteration to their support arrangements would be appropriate. Students and service users who express an interest in making alterations to their accommodation arrangements are provided with suitable support or with independent advocacy as appropriate.</p> <p>A formal Annual Review meeting provides an opportunity for individuals and their representatives to consider progress with achieving outcomes. The agreed outcomes that individuals are working towards, together with the courses and interventions in place to enable individuals to achieve them, can be adjusted at the annual review.</p> <p>Other reviews, such as statutory reviews for individuals in the care of their local authority are arranged as required.</p> <p>In rare situations, it may be appropriate for a student to leave the college or their accommodation, e.g. if the registered manager considers that it is unable to meet their needs. This process would be managed by a multi-disciplinary team in which the student and their representatives are fully involved.</p> <p>Planning for transition at the end of a student's time at Coleg Plas Dwbl and their residential placement at the LP takes place throughout their time at college but with an especial focus during the final year of the placement. This work is led by the college's ALNCo who collaborates with the registered manager and team, with the local Careers Wales advisor, and with the individual concerned and his or her representatives. Their aim is to support individuals so that they are able to identify and plan the appropriate next step.</p> <p>Following a placement at one of Transform Residential Ltd Care homes and Coleg Plas Dwbl, college students progress in a variety of ways including: independent living and employment; supported housing and continued further education and training; full residential care and sheltered activity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Students that come to live at LP may be at risk of Absconding. At times they rely completely on their support staff and would be at risk of exploitation if not effectively monitored.</p> <p>All staff are fully trained in the students specific profiles, as well as completing their mandatory training. Registered Managers are trained to Level 3 Safeguarding Children and Adults. All staff are vetted through reference and DBS at recruitment, but DBS is renewed every 3 years for each staff member.</p>

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

The arrangements for admission to a placement at LP are aligned to and integrated with those in use to admit students to CPD.

Before a placement can be taken up, individuals have the opportunity to learn about and visit the home and college to find out what is on offer and how they can benefit from attending. This involves a stay of two or three nights in one of the Care Homes within the group, where they experience the care and support offered by the staff team, and the type and location of the facilities on offer.

Following consultation, including with their representatives and placing authorities, individuals are asked whether they wish to pursue an application for a place at the college. If they agree that this is the kind of residential and educational placement they want and if they are happy with the accommodation and care on offer, then a full multi-disciplinary assessment is carried out. The assessments take into account the requirements of regulation and include:

- A review of reports relating to educational, social, medical and psychiatric history
- Risk assessments in relation to self, others and property. This includes any anticipated risk associated with members of the public and the local community
- Daily records, behaviour reports, feedback from staff and the young person on their stay
- Living Skills Assessment
- Practical and vocational skills assessment in a range of land work and craft workshops
- Educational skills assessment of literacy and numeracy skills.
- Speech, language and communication assessment
- An assessment of independent living skills
- Where the applicant is looked after child, the Part 6 care and support plan is considered in liaison with the relevant placing authority
- Where the applicant is a care leaver the pathway plan is obtained and taken into account.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	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	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>the Senior will complete a shift pattern that is similar to the support staff, except that they will have one 8hr shift is off rota out of their 40hr working week.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>1</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>8</p>
<p>No. of posts vacant</p>	<p>2</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>1</p>
<p>Health & Safety</p>	<p>1</p>
<p>Equality, Diversity & Human Rights</p>	<p>1</p>
<p>Infection, prevention & control</p>	<p>1</p>
<p>Manual Handling</p>	<p>1</p>
<p>Safeguarding</p>	<p>1</p>
<p>Medicine management</p>	<p>1</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>1</p>
<p>Food Hygiene</p>	<p>1</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>8</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The evening shift has 2 staff on shift between 4pm – 10pm, 2 will stay on to sleep at LP, in the morning from 7am – 9am there will be 2 members of staff who will support students to College. At the weekend there will be 2 staff on shift between 9am to 10pm, with a shift swap at 4pm – 2 staff will sleep at the property.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

Domestic staff

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

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

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

Service Details

Name of Service	CPD Welsh Hook
Telephone Number	01994419420
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh and English speakers at WH mostly.

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?	1920.25
The maximum weekly fee payable during the last financial year?	1920.25

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We have a range of tools designed to gather feedback from students. These are organised into formal and informal mechanisms:</p> <p>Informal (Ad hoc):</p> <ul style="list-style-type: none"> - conversations with staff on shift - feedback to house manager potentially escalating through the complaints procedure <p>formal (planned):</p> <ul style="list-style-type: none"> - regular student meetings (weekly) - Student council in the college collect feedback about student experience - review of personal plan (every 3 months minimum/as required) - Student survey to be completed by the end of July 2023

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	WH has a large garden space, the house is also located next to L etison for local shopping
Provide details of any other facilities to which the residents have access	WH students like to go swimming, go karting, cinema, beach - going to get their nails done, one particularly enjoys visiting local cafes.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<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>Students living at WH are usually able to formally communicate their choices about their care and support, they also may have capacity to sanction/approve the support they receive. Often students do not use formal verbal communication, and can appear to consent to their support and residence - the team are able to work with DoLS framework to legalise restrictions whilst supporting students to consent to support and care on a day to day basis.</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>Personal plan is monitored and changed as required to ensure they continue to meet the students needs. Individuals accommodated at the WH work with the staff, as well as with staff from the college, to consider how they are achieving the outcomes they are working towards. The Ruskin Mill Trust's bespoke three stage formative assessment tool is used to track and monitor progress, this includes a Living Skills Assessment where we map progress being made. Quarterly reviews provide opportunities for individuals and staff to consider whether any alteration to their support arrangements would be appropriate. Students and service users who express an interest in making alterations to their accommodation arrangements are provided with suitable support or with independent advocacy as appropriate. A formal Annual Review meeting provides an opportunity for individuals and their representatives to consider progress with achieving outcomes. The agreed outcomes that individuals are working towards, together with the courses and interventions in place to enable individuals to achieve them, can be adjusted at the annual review. Other reviews, such as statutory reviews for individuals in the care of their local authority are arranged as required. In rare situations, it may be appropriate for a student to leave the college or their accommodation, e.g. if the registered manager considers that it is unable to meet their needs. This process would be managed by a multi-disciplinary team in which the student and their representatives are fully involved. Planning for transition at the end of a student's time at CPD and their residential placement at the WH takes place throughout their time at college but with an especial focus during the final year of the placement. This work is led by the college's ALNCo who collaborates with the registered manager and team, with the local Careers Wales advisor, and with the individual concerned and his or her representatives. Their aim is to support individuals so that they are able to identify and plan the appropriate next step. Following a placement at one of TRL Care homes and CPD, college students progress in a variety of ways including: independent living and employment; supported housing and continued further education and training; full residential care and sheltered activity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The students living at WH in the past have been particularly at risk from the following:</p> <ul style="list-style-type: none"> - potentially they might not be able to be left without support, and needs continuous supervision - they may be vulnerable when out in the public (Stranger danger), requiring support staff to motivate them to complete healthy routines. - students may be vulnerable in the community because they will quickly fixate on members of the public and get into vehicles that they shouldn't - trusting people that they don't know. <p>All staff are fully trained in the students specific profiles, as well as completing their mandatory training. Registered Managers are trained to Level 3 Safeguarding Children and Adults. All staff are vetted through reference and DBS at recruitment, but DBS is renewed every 3 years for each staff member.</p>

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

The arrangements for admission to a placement at CPD Arwerydd are aligned to and integrated with those in use to admit students to Coleg Plas Dwbl.

Before a placement can be taken up, individuals have the opportunity to learn about and visit the home and college to find out what is on offer and how they can benefit from attending. This involves a stay of two or three nights in one of the Care Homes within the group, where they experience the care and support offered by the staff team, and the type and location of the facilities on offer.

Following consultation, including with their representatives and placing authorities, individuals are asked whether they wish to pursue an application for a place at the college. If they agree that this is the kind of residential and educational placement they want and if they are happy with the accommodation and care on offer, then a full multi-disciplinary assessment is carried out. The assessments take into account the requirements of regulation and include:

- A review of reports relating to educational, social, medical and psychiatric history
- Risk assessments in relation to self, others and property. This includes any anticipated risk associated with members of the public and the local community
- Daily records, behaviour reports, feedback from staff and the young person on their stay
- Living Skills Assessment
- Practical and vocational skills assessment in a range of land work and craft workshops
- Educational skills assessment of literacy and numeracy skills.
- Speech, language and communication assessment
- An assessment of independent living skills
- Where the applicant is looked after child, the Part 6 care and support plan is considered in liaison with the relevant placing authority
- Where the applicant is a care leaver the pathway plan is obtained and taken into account.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	1
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Training undertaken during the last financial year for this role type.

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Senior Support Workers work the same shifts as support staff except that 8hrs of their 40 is organised to be off rota.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>1</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>8</p>
<p>No. of posts vacant</p>	<p>2</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>8</p>
<p>Health & Safety</p>	<p>8</p>
<p>Equality, Diversity & Human Rights</p>	<p>8</p>
<p>Infection, prevention & control</p>	<p>8</p>
<p>Manual Handling</p>	<p>8</p>
<p>Safeguarding</p>	<p>8</p>
<p>Medicine management</p>	<p>8</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>8</p>
<p>Food Hygiene</p>	<p>8</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>8</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>2</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The evening shift has 3 staff on shift between 4pm – 10pm, 2 will stay on to sleep at ARW, in the morning from 7am – 9am there will be 2 members of staff who will support students to College. At the weekend there will be 3 staff on shift between 9am to 10pm, with a shift swap at 4pm – 2 staff will sleep at the property.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

Domestic staff

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

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

Other types of staff

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

Service Details

Name of Service	CTE Towy Cottage
Telephone Number	01994419420
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	we have some Welsh speaking staff and will be developing the Welsh Language Active Offer

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?	1920.25
The maximum weekly fee payable during the last financial year?	1920.25

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	1
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?	<p>We have a range of tools designed to gather feedback from students. These are organised into formal and informal mechanisms:</p> <p>Informal (Ad hoc):</p> <ul style="list-style-type: none"> - conversations with staff on shift - feedback to house manager potentially escalating through the complaints procedure <p>formal (planned):</p> <ul style="list-style-type: none"> - regular student meetings (weekly) - Student council in the college collect feedback about student experience - review of personal plan (every 3 months minimum/as required) - Student survey to be completed by the end of July 2023

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	there is a large back garden, the front is unusable because it is very small and situated directly onto the main road.
Provide details of any other facilities to which the residents have access	One student likes to go monofin swimming regularly another goes bowling a lot, they also like to spend time with their peers from College at beaches, walks, food trips out, Ninja Warrior.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	from time to time we use social stories with student to support their understanding of a particular situation-event

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The students that may come to live at TC have often been able to formally communicate their choices about their care and support, staff are trained to understand how to assess students capacity to sanction/approve the support they receive. The team have used the DoLS framework and are able to balance consent with duty of care, when considering issue relevant to support and care on a day to day basis. working with a wide group of interested stakeholders is key to their work in this area. At TC we have been very careful about how we place students in the household, adopting a thorough compatibility and matching process.</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>Personal plan is monitored and changed as required to ensure they continue to meet the students needs. Individuals accommodated at the TC work with the staff, as well as with staff from the college, to consider how they are achieving the outcomes they are working towards. The Ruskin Mill Trust's bespoke three stage formative assessment tool is used to track and monitor progress, this includes a Living Skills Assessment where we map progress being made. Quarterly reviews provide opportunities for individuals and staff to consider whether any alteration to their support arrangements would be appropriate. Students and service users who express an interest in making alterations to their accommodation arrangements are provided with suitable support or with independent advocacy as appropriate. A formal Annual Review meeting provides an opportunity for individuals and their representatives to consider progress with achieving outcomes. The agreed outcomes that individuals are working towards, together with the courses and interventions in place to enable individuals to achieve them, can be adjusted at the annual review. Other reviews, such as statutory reviews for individuals in the care of their local authority are arranged as required. In rare situations, it may be appropriate for a student to leave the college or their accommodation, e.g. if the registered manager considers that it is unable to meet their needs. This process would be managed by a multi-disciplinary team in which the student and their representatives are fully involved. Planning for transition at the end of a student's time at CPD and their residential placement at the ARW takes place throughout their time at college but with an especial focus during the final year of the placement. This work is led by the college's ALNCo who collaborates with the registered manager and team, with the local Careers Wales advisor, and with the individual concerned and his or her representatives. Their aim is to support individuals so that they are able to identify and plan the appropriate next step. Following a placement at one of TRL Care homes and CPD, college students progress in a variety of ways including: independent living and employment; supported housing and continued further education and training; full residential care and sheltered activity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The students that live at TC may be particularly at risk from the following for example: - inappropriate sexualised behaviour could lead to some Peer on Peer abuse for one student. students have needed support to understand how to mitigate this. All staff are fully trained in the students specific profiles, as well as completing their mandatory training. Registered Managers are trained to Level 3 Safeguarding Children and Adults. All staff are vetted through reference and DBS at recruitment, but DBS is renewed every 3 years for each staff member.</p>

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

The arrangements for admission to a placement at TC are aligned to and integrated with those in use to admit students to CPD.

Before a placement can be taken up, individuals have the opportunity to learn about and visit the home and college to find out what is on offer and how they can benefit from attending. This involves a stay of two or three nights in one of the Care Homes within the group, where they experience the care and support offered by the staff team, and the type and location of the facilities on offer.

Following consultation, including with their representatives and placing authorities, individuals are asked whether they wish to pursue an application for a place at the college. If they agree that this is the kind of residential and educational placement they want and if they are happy with the accommodation and care on offer, then a full multi-disciplinary assessment is carried out. The assessments take into account the requirements of regulation and include:

- A review of reports relating to educational, social, medical and psychiatric history
- Risk assessments in relation to self, others and property. This includes any anticipated risk associated with members of the public and the local community
- Daily records, behaviour reports, feedback from staff and the young person on their stay
- Living Skills Assessment
- Practical and vocational skills assessment in a range of land work and craft workshops
- Educational skills assessment of literacy and numeracy skills.
- Speech, language and communication assessment
- An assessment of independent living skills
- Where the applicant is looked after child, the Part 6 care and support plan is considered in liaison with the relevant placing authority
- Where the applicant is a care leaver the pathway plan is obtained and taken into account.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 8

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>this role works the same shift pattern as support workers except that they have 8hrs to work off rota on the administration duties associated with running the household.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>0</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>1</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
<p>No. of staff in post</p>	<p>6</p>
<p>No. of posts vacant</p>	<p>0</p>
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
<p>Induction</p>	<p>6</p>
<p>Health & Safety</p>	<p>6</p>
<p>Equality, Diversity & Human Rights</p>	<p>6</p>
<p>Infection, prevention & control</p>	<p>6</p>
<p>Manual Handling</p>	<p>6</p>
<p>Safeguarding</p>	<p>6</p>
<p>Medicine management</p>	<p>6</p>
<p>Dementia</p>	<p>0</p>
<p>Positive Behaviour Management</p>	<p>6</p>
<p>Food Hygiene</p>	<p>6</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<ul style="list-style-type: none"> - Prevent - GDPR UK - Safeguarding Adults/Children - Oliver McGowan (Autism/Disability) - one day first aid - Safety Intervention (Physical interventions) - Mental Capacity - OPUS (Medication)
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>6</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>1</p>

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The evening shift has 2 staff on shift between 4pm – 10pm, 1 will stay on to sleep at TC, in the morning from 7am – 9am there will be 2 members of staff who will support students to College. At the weekend there will be 2 staff on shift between 9am to 10pm, with a shift swap at 4pm – 1 staff will sleep at the property.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2

Domestic staff

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

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

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