

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:	38.6 Solutions LTD	
The provider was registered on:	14/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ewy House Family Assessment Centre	
	Service Type	Residential Family Centre
	Type of Care	None
	Approval Date	29/09/2022
	Responsible Individual(s)	Karen Waring
	Manager(s)	
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Bath House Residential Assessment Centre	
	Service Type	Residential Family Centre
	Type of Care	None
	Approval Date	14/05/2019
	Responsible Individual(s)	Karen Waring
	Manager(s)	Phillippa Hughes
	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	All staff are enrolled on the Social Care Induction upon completion of our in-house induction and probation period. Supervision is held regularly utilising Personal Development Plans to identify training desired and required. All support staff are required to register with Social Care Wales and must therefore complete the training to support registration. A training matrix is regularly updated and reviewed to identify training needs, and an agreed budget is maintained.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Due to service expansion we have sought to recruit a number of support workers to fulfill support levels across both services. Due to the recruitment and retention challenges within the sector we have utilised an online recruitment service and has attracted Students to the role, providing them with the experience of working within the care sector. Although this leads to high turnover our core staff are able to fulfil our minimum staffing requirements and retain a work life balance and stability.

Service Profile

Service Details

Name of Service	Bath House Residential Assessment Centre
Telephone Number	01745355662
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?	10
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Fees Charged

The minimum weekly fee payable during the last financial year?	5200
The maximum weekly fee payable during the last financial year?	6000

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>Independent Visitor visiting a minimum of every 4 months meeting with residents individually. We provide anonymous surveys every six weeks in residents preferred language and multiple format, utilising a tick questionnaire with a scoring system which leaves space for comment. We also have a suggestion box placed in an area which is not visible via CCTV providing individuals with anonymity.</p> <p>Responsible Individual visits where residents are spoken to independently where they are encouraged to express their views or raise any issues.</p> <p>Residents Meetings, held monthly, Key Worker 1-1 Reflective Sessions are held weekly.</p>

Service Environment

How many bedrooms at the service are single rooms?	0
How many bedrooms at the service are shared rooms?	4
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	<p>Residents have access to an enclosed garden area where seating is provided for parents and is a play area for children.</p> <p>There is a separate smoking shelter available for residents use.</p>

Provide details of any other facilities to which the residents have access	Residents have access to the facilities at Elwy House which include a therapeutic room for facilitating groups such as Nurturing Programme, Incredible Years. This is off camera therefore is a confidential space for 1-1 Cognitive and Wellbeing Sessions are undertaken.
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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.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The consensus from residents was largely positive in terms of the support provided and the groups, this is a consistent view as evidenced within the Responsible Individual visits undertaken. Residents Meetings provide a forum for discussion, and responses can vary dependent on the topics of discussion. Following a review of the feedback from residents, residents were given the opportunity to discuss their views further. It is important to us that residents are able to be open in discussion and providing them with a forum to feel they are listened to and address the issues they are raising. Residents had raised they were finding the language used with in the STARS sessions difficult to understand, it was important this feedback was acknowledged, and was disseminated with the facilitators. The outcome of this discussion was positive, the session this related to was repeated in order for the residents to gain a better understanding of the course material and for the facilitator to consider the learning needs of residents and adapt the presentation accordingly. In addition, the fact that residents had raised this is positive, not only to improve the way information is presented within learning sessions, but also that the residents had shown they wanted to learn and understand the topic of discussion. Hence, the feedback forms are very important in creating further discussions to make improvements when listening to our residents. We acknowledge the setting can be more challenging for some of our more vulnerable residents, therefore having the familiarity of a key worker has proven positive in assisting residents to build professional relationships and trust.
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<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>We have recognised the importance of expanding our service in order to meet the needs of our residents and employees. Therefore, we have worked closely with our Intervention Manager and group facilitators in developing and expanding the programmes we provide and a service.</p> <p>Many of our residents have experienced abuse within intimate relationships which has impacted upon their ability to provide safe and appropriate care for their children. They have provided feedback which is positive regarding the knowledge they have gained from our Domestic Abuse Programme. We have looked at how this could be developed further in terms of recovery from domestic abuse for our residents and have an accredited facilitator in presenting the Own my Life Programme.</p> <p>We continue to facilitate daily parenting and interactive groups where our parents and their children are encouraged to learn new skills, through interaction and play. Feedback from parents is extremely positive, many advising they did not have the understanding of the importance of play and stimulation at such a young age. Our Interventions Manager continues to develop ideas that will stimulate and educate our parents in activities for themselves and their children, where a deficit in learning is recognised then an intervention and support is provided.</p> <p>Many of our residents have led a transient or challenging lifestyle and have not had the opportunity to seek dental advice or checks. Poor dental hygiene has been a noticeable occurrence with residents and some children therefore as we recognised this to be an area of need, we have extended our independent living skills to include advice and guidance regarding dental care for both adults and children.</p> <p>At 38.6 Solutions we understand a strengths-based approach is important to the motivation for change. One of our residents had completed a placement in a rehabilitation centre due to their alcoholism, they had continued to abstain and recognised they would benefit from further support groups as they entered a more independent phase of recovery. With this in mind we encouraged them to attend AA meetings whilst our staff cared for her child.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Feedback from our residents' survey shows they feel safe within the placement, this is very important to our service. Many of our residents would have experienced significant domestic abuse within their relationships therefore the security of our building both internally and externally is a priority. The CCTV is an added security measure and is utilised to protect both residents and staff.</p> <p>The management team have a zero tolerance for bullying, we encourage residents to discuss any issues or concerns immediately in order for them to be addressed. We ensure our residents are provided with a copy of our complaints procedure and that they understand the process. However, the management team will address any emerging needs or issues as they arise. It is inevitable that parents or their relatives will become disgruntled and encourage dialogue with them to resolve any misunderstandings or address concerns.</p> <p>We are very aware of the importance of our residents and their children's safety, new residents are familiarised with fire safety and evacuation procedures on their arrival. We have a dedicated fire safety champion who complete weekly fire alarm checks and regular fire evacuations regardless of the weather or routines, to maintain a realistic response to the alarm. We have found completing a full evacuation when we have new residents helps familiarise the process for them and ensures all residents are familiar with the exit zones of the property.</p> <p>Completing the Impact Assessments of new residents not only looks at any risk posed to others but also in how we can manage any risk posed to our staff and how this can be managed safely. When evaluating the referrals we have to consider residents' partners who may be attending for supervised contact with their child, which forms part of the risk assessment as this is supervised by staff. Furthermore, the Impact Assessment identifies if residents are from the same area and therefore have an awareness of each other's situation or background. We respect our resident's privacy and therefore confidentiality of their situation is important to us, therefore, where possible we identify any links to other potential residents to avoid this.</p>

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

Bath House under went renovation in the winter of 2022, replacing the kitchen, creating additional laundry facilities, and improving the dining area. Both bathrooms were upgraded, a modern P shaped bath fitted which is easier for parents use when bathing their children, tiling and flooring have also been replaced and upgraded. We wish to create a calm and warm atmosphere for our residents where they will feel comfortable. Communal areas were completely redecorated maximising the space available and creating a comfortable, nurturing atmosphere. We continue to provide all the necessary equipment they may require for their child throughout their stay, whilst at the same time encourage them to personalise their rooms to their own taste with photographs, and their own soft furnishings. We are aware that the outside area of the house would benefit from repaving, however this is in the improvement plan for 2024.

We encourage our residents to make use of community resources such as the swimming pool once a week for parent and child swimming and have planned activities in the community in line with our themes, such as 'The Bear Hunt' or "The Gruffalo", religious holidays of all faiths which promotes learning for our residents which is tangible. These have been successful when we have residents from different cultures and faiths.

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

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

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

Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DUAL DIANOSIS SUBSTANCE MISUSE RISCA COMPLIANCE Introduction to the Mental CAPAITY ACT 2005 RELECTIVE PRACTICE personality disorder
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	0
Equality, Diversity & Human Rights	0

Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPEL in social work RISCA COMPLIANCE RELECTIVE PRACTICE
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	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	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	2
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0

Safeguarding	6
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.	Understanding addiction effects and recovery Mental Health First Aid PGL Family Link Nurturing iCAN Mental Health & Suicide Awareness Training ACES online SUBSTANCE MISUSE AWARENESS ASD AWARENESS LEARNING FROM SERIOUS CASE REVIEWS ELEARNING Talk Relationships - NSPCC Three Day First Aid At Work Qualification Coleg Cambria: Emergency Paediatric First Aid Own my life facilitator Secondary Traumatic Stress challenging behaviour drug misuse personality disorders mental capacity act PGL Family Link Nurturing
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	1
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)	1
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	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.	<p>Family Support Worker-Role purpose: Provide appropriate Interventions commissioned by 38.6 solutions management team with individual families. Participate in the direct work with parents to promote change. Keep appropriate written records To work in partnership with parents and their children who are resident at Bath House. To be responsible for the safety and supervision of the families whilst resident at Bath House. To engage effectively with the residents, to observe the restrictions of confidentiality and to respect the dignity of residents at all times. To adhere to Bath House Child and Adult Protection policies and procedures at all time. Participate in the direct work with parents to promote change. Support parents with independent living skills, parenting and 1-1 worker as identified within the care plan and risk and needs assessment. Admin- Administrative duties, Commissioning Place ments.</p>
Filled and vacant posts	
No. of staff in post	14
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	10
Health & Safety	10
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ACES ONLINE Talk Relationships - NSPCC Safe Guarding (Social Care Wales)

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	9

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	12

Service Profile

Service Details

Name of Service	Elwy House Family Assessment Centre
Telephone Number	01745369458
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?	8
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Fees Charged

The minimum weekly fee payable during the last financial year?	5200
The maximum weekly fee payable during the last financial year?	5500

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>Independent Visitor visiting a minimum of every 4 months meeting with residents individually. We provide anonymous surveys every six weeks in residents preferred language and multiple format, utilising a tick questionnaire with a scoring system which leaves space for comment. We also have a suggestion box placed in an area which is not visible via CCTV providing individuals with anonymity.</p> <p>Responsible Individual visits where residents are spoken to independently where they are encouraged to express their views or raise any issues.</p> <p>Residents Meetings, held monthly, Key Worker 1-1 Reflective Sessions are held weekly.</p>

Service Environment

How many bedrooms at the service are single rooms?	0
How many bedrooms at the service are shared rooms?	4
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	<p>Residents have access to an enclosed garden area where seating is provided for parents and is a play area for children.</p> <p>There is a separate smoking shelter available for residents use.</p>
Provide details of any other facilities to which the residents have access	<p>Residents have access to a therapeutic room for facilitating groups such as Nurturing Programme, Incredible Years. This is off camera therefore is a confidential space for 1-1 Cognitive and Wellbeing Sessions are undertaken.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	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 consensus from residents was largely positive in terms of the support provided and the groups, this is a consistent view as evidenced within the Responsible Individual visits undertaken. Residents Meetings provide a forum for discussion, and responses can vary dependent on the topics of discussion. Following a review of the feedback from residents, residents were given the opportunity to discuss their views further. It is important to us that residents are able to be open in discussion and providing them with a forum to feel they are listened to and address the issues they are raising. Residents had raised they were finding the language used with in the STARS sessions difficult to understand, it was important this feedback was acknowledged, and was disseminated with the facilitators. The outcome of this discussion was positive, the session this related to was repeated in order for the residents to gain a better understanding of the course material and for the facilitator to consider the learning needs of residents and adapt the presentation accordingly. In addition, the fact that residents had raised this is positive, not only to improve the way information is presented within learning sessions, but also that the residents had shown they wanted to learn and understand the topic of discussion. Hence, the feedback forms are very important in creating further discussions to make improvements when listening to our residents.</p> <p>We acknowledge the setting can be more challenging for some of our more vulnerable residents, therefore having the familiarity of a key worker has proven positive in assisting residents to build professional relationships and trust.</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>We have recognised the importance of expanding our service in order to meet the needs of our residents and employees. Therefore, we have worked closely with our Intervention Manager and group facilitators in developing and expanding the programmes we provide and a service.</p> <p>Many of our residents have experienced abuse within intimate relationships which has impacted upon their ability to provide safe and appropriate care for their children. They have provided feedback which is positive regarding the knowledge they have gained from our Domestic Abuse Programme. We have looked at how this could be developed further in terms of recovery from domestic abuse for our residents and have an accredited facilitator in presenting the Own my Life Programme.</p> <p>We continue to facilitate daily parenting and interactive groups where our parents and their children are encouraged to learn new skills, through interaction and play. Feedback from parents is extremely positive, many advising they did not have the understanding of the importance of play and stimulation at such a young age. Our Interventions Manager continues to develop ideas that will stimulate and educate our parents in activities for themselves and their children, where a deficit in learning is recognised then an intervention and support is provided.</p> <p>Many of our residents have led a transient or challenging lifestyle and have not had the opportunity to seek dental advice or checks. Poor dental hygiene has been a noticeable occurrence with residents and some children therefore as we recognised this to be an area of need, we have extended our independent living skills to include advice and guidance regarding dental care for both adults and children.</p> <p>At 38.6 Solutions we understand a strengths-based approach is important to the motivation for change. One of our residents had completed a placement in a rehabilitation centre due to their alcoholism, they had continued to abstain and recognised they would benefit from further support groups as they entered a more independent phase of their recovery. With this in mind we encouraged them to attend AA meetings whilst our staff cared for the child.</p>

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

Feedback from our residents' survey shows they feel safe within the placement, this is very important to our service. Many of our residents would have experienced significant domestic abuse within their relationships therefore the security of our building both internally and externally is a priority. The CCTV is an added security measure and is utilised to protect both residents and staff.

The management team have a zero tolerance for bullying, we encourage residents to discuss any issues or concerns immediately in order for them to be addressed. We ensure our residents are provided with a copy of our complaints procedure and that they understand the process. However, the management team will address any emerging needs or issues as they arise. It is inevitable that parents or their relatives will become disgruntled and encourage dialogue with them to resolve any misunderstandings or address concerns.

We are very aware of the importance of our residents and their children's safety, new residents are familiarised with fire safety and evacuation procedures on their arrival. We have a dedicated fire safety champion who complete weekly fire alarm checks and regular fire evacuations regardless of the weather or routines, to maintain a realistic response to the alarm. We have found completing a full evacuation when we have new residents helps familiarise the process for them and ensures all residents are familiar with the exit zones of the property.

Completing the Impact Assessments of new residents not only looks at any risk posed to others but also in how we can manage any risk posed to our staff and how this can be managed safely. When evaluating the referrals we have to consider residents partners who may be attending for supervised contact with their child, which forms part of the risk assessment as this is supervised by staff. Furthermore, the Impact Assessment identifies if residents are from the same area and therefore have an awareness of each other's situation or background. We respect our resident's privacy and therefore confidentiality of their situation is important to us, therefore, where possible we identify any links to other potential residents to avoid this.

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

Elwy House underwent significant renovation throughout early 2022, converting the property from a B&B to the spacious, family orientated property it is today, creating two kitchen areas, two communal lounges with play areas, a dining area in the conservatory which has been specially insulated. All bedrooms were fully renovated and re-furnished to include en-suite showers. A large shared bathroom is available with a free standing Bath Tub creating easy access for bathing babies and children. A separate laundry area provides families a safe, organised space for washing and drying clothing. A therapeutic space without CCTV has been provided to offer full confidentiality and give parents complete privacy for appointments as well as during groups and external assessments. We wish to create a calm and warm atmosphere for our residents where they will feel comfortable. We continue to provide all the necessary equipment they may require for their child throughout their stay, whilst at the same time encourage them to personalise their rooms to their own taste with photographs, and their own soft furnishings.

We are aware that the outside area of the house would benefit from repaving, however this is in the improvement plan for 2024.

We encourage our residents to make use of community resources such as the swimming pool once a week for parent and child swimming and have planned activities in the community in line with our themes, such as 'The Bear Hunt' or "The Gruffalo", religious holidays of all faiths which promotes learning for our residents which is tangible. These have been successful when we have residents from different cultures and faiths.

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	Medicine management	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.	DUAL DIANOSIS SUBSTANCE MISUSE RISCA COMPLIANCE Introduction to the Mental CAPAITY ACT 2005 RELECTIVE PRACTICE personality disorder
	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPEL in social work RISCA COMPLIANCE RELECTIVE PRACTICE
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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	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	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	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	6
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.	<p>Understanding addiction effects and recovery Mental Health First Aid PGL Family Link Nurturing iCAN Mental Health & Suicide Awareness Training ACES online SUBSTANCE MISUSE AWARENESS ASD AWARENESS LEARNING FROM SERIOUS CASE REVIEWS ELEARNING Talk Relationships - NSPCC Three Day First Aid At Work Qualification Coleg Cambria: Emergency Paediatric First Aid Own my life facilitator Secondary Traumatic Stress challenging behaviour drug misuse personality disorders mental capacity act PGL Family Link Nurturing</p>
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	1
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)	1
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	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.	<p>Family Support Worker-Role purpose: Provide appropriate Interventions commissioned by 38.6 solutions management team with individual families. Participate in the direct work with parents to promote change. Keep appropriate written records To work in partnership with parents and their children who are resident at Bath House. To be responsible for the safety and supervision of the families whilst resident at Bath House. To engage effectively with the residents, to observe the restrictions of confidentiality and to respect the dignity of residents at all times. To adhere to Bath House Child and Adult Protection policies and procedures at all time. Participate in the direct work with parents to promote change. Support parents with independent living skills, parenting and 1-1 worker as identified within the care plan and risk and needs assessment. Admin- Administrative duties, Commissioning Placements.</p>
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Filled and vacant posts	
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No. of staff in post	14
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	10
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	10
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.	ACES ONLINE Talk Relationships - NSPCC Safe Guarding (Social Care Wales)

Contractual Arrangements	
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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	9

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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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)	1

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	12