There are no conditions associated to this service

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 Retu	rn.		
Provider name:		Accomplish group ltd	
		25/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	The Haven		
were:	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	14/04/2020	
	Responsible Individual(s)	Emma Rees	
	Manager(s)	Donna Bassett	
	Maximum number of places	14	
	Service Conditions	There are no conditions associated to this service	
	Bakelyn Lodge		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	26/07/2018	
	Responsible Individual(s)		
	Manager(s)	Michelle Miller	
	Maximum number of places	4	
	Service Conditions	There are no conditions associated to this service	
	Cae Ethin		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	01/08/2018	
	Responsible Individual(s)		
	Manager(s)	Michelle Miller	
	Maximum number of places	3	
	Service Conditions	There are no conditions associated to this service	
	College Fields		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	23/07/2018	
	Responsible Individual(s)	Shane Pocock	
	Manager(s)	Julie Young	
i l			

Maximum number of places

Service Conditions

Dyfan Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Sarah Samad
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ffordd Newydd	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Jessica Thompson
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Gelli Ceirios	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Anthony Roberts
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Grove View	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/07/2018
Responsible Individual(s)	
Manager(s)	Victoria Morgan
Maximum number of places	9
Service Conditions	There are no conditions associated to this service

Kington House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018
Responsible Individual(s)	Shane Pocock
Manager(s)	Ffion Jones
Maximum number of places	11
Service Conditions	There are no conditions associated to this service

Landsdowne Gardens	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018

Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Lacey Brennan
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Llys Afon	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Rachel Wells
Maximum number of places	2
Service Conditions	There are no conditions associated to this service

Howells Road		
Service Type	Care Home Service	
Type of Care	Adults Without Nursing	
Approval Date	26/07/2018	
Responsible Individual(s)		
Manager(s)	Sarah Callingham	
Maximum number of places	2	
Service Conditions	There are no conditions associated to this service	

Mond Court Apartments	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Rebecca Jeremiah
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Park Avenue	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Mark Thomas
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Pen Bryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Louise Krol
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Princes Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Nicolle Robertson
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Taith Cartref	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	04/10/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Lucy Nicholls
Maximum number of places	13
Service Conditions	There are no conditions associated to this service

The Paddocks	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Joanne Griffiths, Joanne Griffiths
Maximum number of places	5
Service Conditions	There are no conditions associated to this service

Thompson Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Lacey Brennan
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Treeside	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	06/08/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Tom May
Maximum number of places	1
Service Conditions	There are no conditions associated to this service

Ty Arfryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018

Responsible Individual(s)	Emma Rees
Manager(s)	Kim Gronow
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Bradwen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	26/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Mark Thomas
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Gobaith	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Chloe Light
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Llewellyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Corrin Connors
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Ty Melyn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Emma Rees, Shane Pocock
Manager(s)	Rachel Wells
Maximum number of places	3
Service Conditions	There are no conditions associated to this service

Care Home Service
Adults Without Nursing
26/07/2018
Emma Rees
8
There are no conditions associated to this service

Cae Deri	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	Jemma Richards
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Cedar House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/08/2018
Responsible Individual(s)	
Manager(s)	Claire Lewis
Maximum number of places	14
Service Conditions	There are no conditions associated to this service

Clidewi	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Glan y Felin	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Stephanie Tester
Maximum number of places	7
Service Conditions	There are no conditions associated to this service

Gwynfryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Lisa Bourne
Manager(s)	Hollie Gooding
Maximum number of places	10
Service Conditions	There are no conditions associated to this service

Hazeldene	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018

Responsible Individual(s)	
Manager(s)	Wendy Kent
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
lsfryn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/08/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Cheryl Carmichael
Maximum number of places	8
Service Conditions	There are no conditions associated to this service
OHA	
Cakhill	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2018
Responsible Individual(s)	
Manager(s)	Clare Whomes
Maximum number of places	7
Service Conditions	There are no conditions associated to this service
Rose Cottage	
Rose Cottage Service Type	Care Home Service
	Care Home Service Adults Without Nursing
Service Type	
Service Type Type of Care	Adults Without Nursing
Service Type Type of Care Approval Date	Adults Without Nursing 24/07/2018
Service Type Type of Care Approval Date Responsible Individual(s)	Adults Without Nursing 24/07/2018 Lisa Bourne
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s)	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5
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Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date Responsible Individual(s)	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing 25/07/2018
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date Responsible Individual(s) Manager(s)	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing 25/07/2018 Sarah Callingham 4
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing 25/07/2018 Sarah Callingham 4
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing 25/07/2018 Sarah Callingham 4 There are no conditions associated to this service
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing 25/07/2018 Sarah Callingham 4 There are no conditions associated to this service Care Home Service
Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions Rosewood Service Type Type of Care Approval Date Responsible Individual(s) Manager(s) Maximum number of places Service Conditions	Adults Without Nursing 24/07/2018 Lisa Bourne Tom May 5 There are no conditions associated to this service Care Home Service Adults Without Nursing 25/07/2018 Sarah Callingham 4 There are no conditions associated to this service

Samantha Young

There are no conditions associated to this service

Responsible Individual(s)

Maximum number of places

Service Conditions

Manager(s)

Trevelyan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/07/2018
Responsible Individual(s)	Emma Rees
Manager(s)	Brian Williams
Maximum number of places	6
Service Conditions	There are no conditions associated to this service

Ty Carrlas	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/07/2018
Responsible Individual(s)	Samuel Wilkins
Manager(s)	Hayley Thomas
Maximum number of places	8
Service Conditions	There are no conditions associated to this service

Accomplish Supported Living -Cardiff	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/08/2018
Responsible Individual(s)	
Manager(s)	Patricia Davies
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Accomplish Supported Living - Swansea.	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/08/2018
Responsible Individual(s)	
Manager(s)	Patricia Davies
Partnership Area	West Glamorgan
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

- The organisation has a mandatory training platform which all sta ff are required to completed (Courses AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLea rning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing).
- The service then develops a service specific training needs ass essment for additional courses required

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

- The recruitment of staff is completed at service level but oversig ht and governance is in place centrally. The service will complete i nterviews and gather the required information to ensure SCW and fitness of staff. This is then signed off by the responsible individua I and the recruitment & Compliance team.
- Turnover is monitored monthly by the Responsible Individual an d central team, and the service complete a semi-annual review of quality which reviews leavers information.

Service Details

Name of Service	Accomplish Supported Living - Swansea.
Telephone Number	01792763880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	14.51
The maximum hourly rate payable during the last financial year?	16.73

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?	Feedback is gained from PWS through bi-monthly tenant meeting s. Information is shared throughout these meetings. The opportun ity is presented for PWS to share their opinions and make sugges tions for improvements or to advise on things that are important to them. This helps to shape the service through co-production. Opportunity provided to speak to RI during visits every three mont hs. All issues and concerns are acted upon and addressed. Equal ly what is working well is shared with the teams. All PWS have monthly keyworker meetings on a 1-1 basis where p eople are consulted and topics can be discussed in further detail.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

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

When our quarterly feedback surveys were completed for the J anuary- March 2023 period, we received three responses. 3/3 people stated that they were either very satisfied or satisfied wh en asked "How satisfied are you that you feel your voice is hea rd and you have a choice about your care and support and opp ortunities are made available to you?"

Accomplish ensure that all plans are created with the individual to ensure that their voice is heard in regard to how they want to be supported. This includes being encouraged to read their plans and to add in any additional information that they wish. PWS teams/ advocates are consulted where there are capacity issues and the individual remains to be the primary focus to ensure a holistic approach to support is maintained. Monthly keyworker meetings are held to set goals to ensure that PWS are support ed to access all opportunities they wish to pursue.

All PWS are encouraged to pursue meaningful activities to inclu de occupational, educational, recreational and voluntary positio ns.

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.

When our quarterly feedback surveys were completed for the J anuary- March 2023 period, 2/3 people stated that they were ei ther very satisfied or satisfied when asked "To what extent do y ou feel happy and supported to maintain your on-going health and wellbeing?"

Accomplish promote the independence of all people we support to ensure that both their physical and mental health is maintain ed by ensuring access to physical and mental health support. A Il PWS develop a meaningful activity planner that captures activity of interest and promotes wellbeing. Monthly keyworker goal setting ensures that independence is promoted and goals are i dentified.

Referrals for additional support are requested when required to ensure that we provide a holistic and person-centred approach to care for those we support. Additional support is identified thr ough regular review meetings with the PWS, their advocate (wh ere required), mental/physical health team reviews and family a nd friends (with the consent of the PWS).

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

When our quarterly feedback surveys were completed for the J anuary- March 2023 period, 3/3 people stated that they were ei ther very satisfied or satisfied when asked "To what extent do y ou feel safe and protected from abuse and neglect?"

PWS are asked daily about how they feel during their 1-1 welfar e chats. Any issues are quickly identified and addressed.

The Registered manager who oversees the service will visit at I east once per week and will also provide additional 1-1 welfare checks with PWS to ensure that all feel safe and supported with in the service.

The RI of the company regularly visits the services and reminds PWS that they are able to raise any concerns and are provided with information on how to do this. Private 1-1 time with RI is off ered so that any concerns or compliments can be discussed fre ely.

All reported concerns are investigated in a timely manner and a ppropriate action is taken where needed.

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 9

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 enter

Staff Type

Service Manager	
Does your service structure include roles of this	Yes
type?	103
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional transformation 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.	Our registered manager currently holds her level 5 QCF in Health and social care management
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
	T
No. of staff in post	8
No. of posts vacant	0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that ma	or for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that training that may be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training t	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that man can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8 8 All services complete a training matrix that is specif c to the clients individual diagnosis and needs. Thi training is then sourced and delivered to the staff t
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that man can be added to 'Please outline any additional training undertaken safety Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8 All services complete a training matrix that is specific to the clients individual diagnosis and needs. Thi training is then sourced and delivered to the staff teams. All training is recorded and tracked using the
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that material can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8 All services complete a training matrix that is specific to the clients individual diagnosis and needs. Thi training is then sourced and delivered to the staff teams. All training is recorded and tracked using the
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8 All services complete a training matrix that is specific to the clients individual diagnosis and needs. Thi training is then sourced and delivered to the staff teams. All training platform
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that material can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 8 8 8 8 8 8 All services complete a training matrix that is specific to the clients individual diagnosis and needs. This training is then sourced and delivered to the staff the eams. All training is recorded and tracked using the ELFY training platform

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)	7	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	1	
No. of staff who have the required qualification to be registered with Social Care Wales as a social	7	
care worker No. of staff working towards the required/recommended qualification	1	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Details

Name of Service	Bakelyn Lodge
Telephone Number	01792413076
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	no other languages

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1548
The maximum weekly fee payable during the last financial year?	2058

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?	People we support meetings take place monthly at the service, the ese are chaired by a management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieve dorset. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation sprocess and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	garden area with table and chairs patio are with BBQ equipment Large Summer house Smoke shed
Provide details of any other facilities to which the residents have access	vehicle available

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

- Individual choice on bedrooms
- included in decisions about the home choice of colour
- included in choice of meals on menu
- people we support meetings
- -Have you says days
- people we support have advocates , and information about ad vocacy
- involved in monthly keyworkers meetings- discussions on what working and not working
- care team meetings
- -PCP approach to care and support

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

- OT involved within the home to support the people we support
- dentition involvement
- -All registered with GP, and other health services
- -Supported to attend health appointments

The extent to which people feel safe and protected from abuse At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev and neglect. el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work - The staff team are trained in safeguarding, and how to report - Provide information to the people we support educate and support the people we support to safeguard them -Follow polices and producers in place on safeguarding -DOLS in place staff aware of whistleblowing We believe that our services should provide a clean, tidy, hygie The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal nic, and homely environment to ensure people have the baselin outcomes. e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel

like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish

- -PCP approach to support and care treatment
- Involve person we support, and give choice where possible
- -Provide a care plan to determine their needs, and support req uirement to meet there needs
- -Goal setting support people we support to achieve goals.
- -Encourage independence, community and social activities

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 | 8 31 March)

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi-	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	T
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional training that the state of	y have been undertaken. Any training not listed
provided is only a sample of the training that may can be added to 'Please outline any additional transcription outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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No. of most time staff (40 become	
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	long day 8am till 8.30pm wake night 8.30pm till 8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	7
Training undertaken during the last financial year Set out the number of staff who undertook relevations provided is only a sample of the training that ma	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	our for this role type. In for this role type. In training. The list of training categories been undertaken. Any training not listed aining undertaken pertinent for this role which is
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Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transtruction above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 7 7 7 7
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Training undertaken during the last financial year Set out the number of staff who undertook relevations for the training that may can be added to 'Please outline any additional training undertaken be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training undertaken pertinent to this role which is not outlined above.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 ELFY courses first aid
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Training undertaken during the last financial year Set out the number of staff who undertook relevations for the training that may can be added to 'Please outline any additional training duction and outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
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d term contact staff by hours worked per week.
5
2
0
staff
Day shift - 830am -9pm Night shift - 9pm-8.30am Daytime support working staff: 2 Night time wake support working staff: 1
3
4
No
No
Yes
Support workers key worker
6
0
r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
6
6
6
6
6 6 6
6 6 6 6
6 6 6 6 6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	ELFY home specific tarining Studio 3 training UCP
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Two. or part-time stan (To hours or under per week)	
Staff Qualifications	
	4

Service Details

Name of Service	Bryn Irfon
Telephone Number	01591610396
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	8
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	938.49
The maximum weekly fee payable during the last financial year?	3084.54

Complaints

What was the total number of formal complaints made during the last financial year?	1
---	---

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, the ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	Large enclosed garden to rear of the property
Provide details of any other facilities to which the residents have access	we provide a house vehicle

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they Any person identified who can take advantage of our services a have choice about their care and support, and opportunities re provided with our service user guide, this will allow them to m are made available to them. ake an informed decision as to whether it is the right service for In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities i n the local community for the people we support. We feel it is im perative that the person takes an active role in this process bec ause we acknowledge it is their desired outcome that we are wo rking together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff The extent to which people are happy and supported to Our aim is to promote health and well-being by ensuring people maintain their ongoing health, development and overall are encouraged to schedule and attend regular health reviews, wellbeing. For children, this will also include intellectual, social whilst also providing provision of nutritious, varied, balanced an and behavioural development. d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independe nce. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoti ng this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage peopl e we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating i n daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links The extent to which people feel safe and protected from abuse At accomplish, the Safeguarding & Participation Director is the and neglect. strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work. The extent to which people live in accommodation that best We believe that our services should provide a clean, tidy, hygie supports their wellbeing and achievement of their personal nic, and homely environment to ensure people have the baselin outcomes. e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the

service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish

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)

15

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.	finance training

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

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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
<u> </u>	T
No. of staff in post	1
No. of posts vacant	0
can be added to 'Please outline any additional to	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
not outlined above'.	raining undertaken pertinent for this role which is
not outlined above'.	raining undertaken pertinent for this role which is
not outlined above'. Induction Health & Safety	raining undertaken pertinent for this role which is
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Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	aining undertaken pertinent for this role which is 0 1 0 1 0 1 1 0 1 1 0 1 0 0 1 0 0 0 0

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	·
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos	
stated, the information added should be the pos	ition as of the 31st March of the last financial year.
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook releve provided is only a sample of the training that ma	1 0 ar for this role type. ant training. The list of training categories
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to set out the number of staff who undertook releves the sample of the training that may can be added to 'Please outline any additional to set outline and the post staff who undertook releves the sample of the training that may can be added to 'Please outline any additional to set outline and the post staff who undertook releves the provided is only a sample of the training that may be added to 'Please outline any additional to the post staff who undertook releves the provided is only a sample of the training that may be added to 'Please outline any additional to the post staff who undertook releves the provided is only a sample of the training that may be added to 'Please outline any additional to the post staff who undertook releves the provided is only a sample of the training that the post staff who undertook releves the provided is only a sample of the training that the post staff who undertook releves the provided is only a sample of the training that the post staff who undertook releves the provided is only a sample of the training that the post staff who undertook releves the provided is only a sample of the training that the post staff who undertook releves th	1 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
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Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 1 1 1 1
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No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
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.	8:30 - 9pm 1 senior support worker / shift leader
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post.	ecifically to this role type only. Unless otherwise
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No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8:30am-9pm - 5 support staff 9pm-8:30am -1 x wake night 11pm - 7am - sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social	8
care worker	
•	6
care worker No. of staff working towards the	6
care worker No. of staff working towards the required/recommended qualification	6 No
No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	
Care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	
Care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	No

Service Details

Name of Service	Cae Deri
Telephone Number	01792873786
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Some Welsh

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1353
The maximum weekly fee payable during the last financial year?	2425

Complaints

What was the total number of formal complaints made during the last financial year? Number of active complaints outstanding	0 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?	People we support meetings take place monthly at the service, the se are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	A large rear garden plus a seating area at the front of the propert y
Provide details of any other facilities to which the residents have access	There is a large summer house to the rear of the property

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
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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 individuals living at the service have regular opportunities to speak up, including regular mtgs with key workers and the opportunity to attend clients mtgs.

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

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

Individuals are well supported and are given the opportunity to attend voluntary or paid employment. There are given opportunities to develop friendships out side of the home. They are able to attend Crest training centre, access the gymnasium.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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)

18

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	
	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 Health & Safety 1 Equality, Diversity & Human Rights 1 Infection, prevention & control 19 Manual Handling 1 1 Safeguarding 1 Medicine management 0 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken Palliative care pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 2 No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 2 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 Deputy service manager Does your service structure include roles of this Yes type? 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.

1

Filled and vacant posts

No. of staff in post

No. of posts vacant

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 Infection, prevention & control 1 1 Manual Handling Safeguarding 1 Medicine management 1 0 Dementia 1 Positive Behaviour Management Food Hygiene 1 Please outline any additional training undertaken Palliative care pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 0 0 No. of posts vacant

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

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 Equality, Diversity & Human Rights 0 0 Infection, prevention & control Manual Handling 0 0 Safeguarding 0 Medicine management 0 Dementia Positive Behaviour Management 0 0 Food Hygiene Please outline any additional training undertaken 0 pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff Staff Qualifications No. of staff who have the required qualification to 0 be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this No type? Registered nurses Does your service structure include roles of this No Senior social care workers providing direct care Does your service structure include roles of this No type? Other social care workers providing direct care

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.

Does your service structure include roles of this

Yes

Filled and vacant posts		
No. of staff in post 18		
No. of posts vacant	4	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	8	
Health & Safety	18	
Equality, Diversity & Human Rights	18	
Infection, prevention & control	18	
Manual Handling	18	
Safeguarding	18	
Medicine management	18	
Dementia	18	
Positive Behaviour Management	18	
Food Hygiene	18	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of life care, substance misuse, Introduction int o Mental Heals, Introduction into Learning disability, Introduction to Autism, fluid and nutrition, Fire safet y, positive culture.	
Contractual Arrangements		
No. of permanent staff	18	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	1	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	15	
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.	Day staff work the hours of 8.30 am-9pm. During the day there are between 4-5 staff members per day. Wake night staff members work 9pm-8.30am, For the needs of the service staff occasionally undertake sleep nights(The staff member will remain in the service and retire to bed in the sleepnight room at 1 1pm-7am and be called incase of emergencies. At night there are 3 wake night staff on duty.	
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	14	

Domestic staff		
No		
Catering staff		
No		
Other types of staff		
No		

Service Details

Name of Service	Cae Eithin
Telephone Number	01792 794602
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1777
The maximum weekly fee payable during the last financial year?	1874

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?

People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.

All people living at the service are made aware of the organisation s process and policies around the complaints procedure during m eetings and when moving into the service, should they feel the ne ed to do so. If a staff member feels that a person is unhappy abou t something, they will also encourage the person to follow the com plaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	0
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	large garden with patio, table and chairs Smoke shed In the process of building a summer house
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

- -people we support feel supported by a experienced long serving staff team. Feel safe due to the continuity of the team.
- Staff trained and follow policies procedures the provide a safe and transparent culture.
- provide information for the people we support to report concer ns.
- Staff work with the people to educate them on risks

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es

-PCP approach to care and support

- keyworker meetings
- People we support meetings
- -involved in care plans, multi disciplinary meetings
- -recovery star, achieving goals

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

Number of posts and staff turnover

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

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

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

Staff Type

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

Important: All questions in this section relate 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	11
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.	ELFY training courses Managers induction Studio 3	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<u> </u>		
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	

Filled and vacant posts		
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.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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.	Long day 8.30am till 9pm Short shift 11.00am to 4pm wake night 9pm to 8.30	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	

Filled and vacant posts		
No. of staff in post	8	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories y have been undertaken. Any training not listed	
nduction	1	
Health & Safety	6	
Equality, Diversity & Human Rights	8	
nfection, prevention & control	8	
Manual Handling	8	
Safeguarding	8	
Medicine management	8	
Dementia	6	
Positive Behaviour Management	8	
Food Hygiene	8	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	8	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7	
No. of part-time staff (17-34 hours per week)	1	
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 nclude the average number of staff working in each shift.	long day 8.30pm till 9pm short shift 11am till 4pm wake night 9pm till 8.30pm	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8	
No. of staff working towards the	0	

No
No
No

Service Profile

Service Details

Name of Service	Cedar House
Telephone Number	01639633091
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Basic Welsh

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1300.04
The maximum weekly fee payable during the last financial year?	2866.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.

All people living at the service are made aware of the organisation s process and policies around the complaints procedure during m eetings and when moving into the service, should they feel the ne ed to do so. If a staff member feels that a person is unhappy abou t something, they will also encourage the person to follow the com plaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Front Garden Side of home
Provide details of any other facilities to which the residents have access	vehicle available

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	

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 Any person identified who can take advantage of our services a have choice about their care and support, and opportunities re provided with our service user guide, this will allow them to m are made available to them. ake an informed decision as to whether it is the right service for In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities i n the local community for the people we support. We feel it is im perative that the person takes an active role in this process bec ause we acknowledge it is their desired outcome that we are wo rking together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff. The extent to which people are happy and supported to Our aim is to promote health and well-being by ensuring people maintain their ongoing health, development and overall are encouraged to schedule and attend regular health reviews, wellbeing. For children, this will also include intellectual, social whilst also providing provision of nutritious, varied, balanced an and behavioural development. d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independe nce. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoti ng this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage peopl e we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating i n daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links The extent to which people feel safe and protected from abuse At accomplish, the Safeguarding & Participation Director is the and neglect. strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work. The extent to which people live in accommodation that best All care plans are tailored to suit the needs of the individuals.W supports their wellbeing and achievement of their personal e believe that our services should provide a clean, tidy, hygieni outcomes. c, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the se rvice that is provided. On moving into the service, we promote p eople to decorate their bedrooms in a way in which they feel lik

e they are at home, this includes choosing colours of walls, déc or, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

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

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

Staff Type

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

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

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

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	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
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No. of staff in post	2
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva	ant training. The list of training categories
Training undertaken during the last financial year	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that the same training	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
10. Of part-time stan (10 flours of under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Paristand arms		
Registered nurses		
Does your service structure include roles of this type?	No	
Sonior social care workers providing direct care		
Senior social care workers providing direct care		
	V _e -	
Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate spe		
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise	
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Contractual Arrangements	
	Γ.
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also nclude the average number of staff working in each shift.	Roughly every 6 weeks, Senior support workers wi do supernumerary hours in the office supporting the e home manager
Staff Qualifications	
be registered with Social Care Wales as a social	3
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	1
be registered with Social Care Wales as a social care worker	
be registered with Social Care Wales as a social care worker No. of staff working towards the	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
oe registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type?	1 Yes
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be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training training that may additional training trainin	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 19 3 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 19 19 19

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Positive Behaviour Management	19	
Food Hygiene	19	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	19	
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)	16	
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 s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	There is 5 Staff on ground floor and 3 staff working on the first floor. This will be a mix of support worke rs/Senior Workers/Deputy Manager This will include supporting with personal care Community activities Supporting with meals	
	Cupporting with means	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12	
No. of staff working towards the required/recommended qualification	7	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	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.	
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<u> </u>	1
No. of staff who have the required qualification No. of staff working toward required/recommended qualification	0
No. of staff working toward required/recommended	<u>'</u>
No. of staff working toward required/recommended qualification	<u>'</u>
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific and the staff of the section relate specific and the	Yes cifically to this role type only. Unless otherwise
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific and the staff of the section relate specific and the	Yes cifically to this role type only. Unless otherwise
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific stated, the information added should be the position.	Yes cifically to this role type only. Unless otherwise
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No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specified, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specified, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific stated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train to outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specific stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate speciated, the information added should be the positive. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trained undertook. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1
No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate specified, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any addition	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1
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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	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	
0.00.00		
Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff working toward required/recommended	1	
qualification		
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
Tole types other than those already listed:		
List the role title(s) and a brief description of the	Bank Staff support workers	
· · · · · · · · · · · · · · · · · · ·	Bank Staff support workers Help with Routines	
List the role title(s) and a brief description of the	Help with Routines Work wake nights	
List the role title(s) and a brief description of the	Help with Routines	
List the role title(s) and a brief description of the	Help with Routines Work wake nights	
List the role title(s) and a brief description of the role responsibilities.	Help with Routines Work wake nights	
List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts	Help with Routines Work wake nights Help with community activities	
List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relevent provided is only a sample of the training that ma	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories	
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List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releving provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
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List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 6 6 6 6	
List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 6 6 6 6	
List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 6 6 6 6 6 6	
List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 6 6 6 6 6 6 6	
List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	Help with Routines Work wake nights Help with community activities 6 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 6 6 6 6 6 6 6 6	

Contractual Arrangements		
No. of permanent staff	0	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	6	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Staff Qualifications		
No. of staff who have the required qualification	6	
No. of staff working toward required/recommended qualification	0	

Service Profile

Service Details

Name of Service	Cildewi
	•
Telephone Number	01267 232788
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1528.00
The maximum weekly fee payable during the last financial year?	2478.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.

All people living at the service are made aware of the organisation s process and policies around the complaints procedure during m eetings and when moving into the service, should they feel the ne ed to do so. If a staff member feels that a person is unhappy abou t something, they will also encourage the person to follow the

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	We have a garden area where all individuals are able to sit and re lax. We have a planted area where individuals are able to grow food it ems.
Provide details of any other facilities to which the residents have access	We have a summer house that all individuals that we support hav e access to, this room is generally used to complete activities of t heir choice. communal lounges/ dining rooms/ kitchen area

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they Each of the residents have a choices to take part in a monthly r have choice about their care and support, and opportunities esident meeting. Residents have monthly reviews with their key are made available to them. worker and 3 monthly review with the home manager. Each of t he residents have input with their care plan and what activates t hey take part on each day. All residents are listened to if they f eel they have concerns or issues, these can be taken to the ma nager on their behalf or the resident can speak to the manager themselvesIndividuals are supported and involved in their care and treatment reviews with care teams/home manager where g oals are discussed and what they would like to achieve/work to wards their independence and future. 1:1 support from keyworkers and 6 month person-centered revi ews are prepared with the person, where possible. Discuss wha t is working/not working, what is important to the person now an d in the future. Each of the residents are supported to look after their health, p The extent to which people are happy and supported to maintain their ongoing health, development and overall hysically and mentally. Staff support each resident so that they wellbeing. For children, this will also include intellectual, social attend an appointment they may have. Fully trained staff who wi and behavioural development. Il administer medication in the correct manner and will respect t he wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in them. Some of the current individuals at the service request that staff support them to org anise health care appointments, attend reviews and meeting's with care teams with support The extent to which people feel safe and protected from abuse The home has a open culture and all staff are aware of how to r and neglect. eport anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns a t anytime. Posters and easy read material on notice boards. Pe ople we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relations hip with their keyworkers and home manager where they are pr ovided with 1:1 talk time and opportunity to discuss any concer ns they may have The extent to which people live in accommodation that best All the people have care plans tailored to their needs, they will supports their wellbeing and achievement of their personal set goals, that they agree on. This is recorded and improved u outcomes. pon once these tasks are being completed regular. 3 monthly meeting are carried out to see how well people are achieving bedrooms are decorated to individual style and choice. Individu als have been supported to purchase furniture and decoration of their choice to personalise their bedrooms.

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

Number of posts and staff turnover

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

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

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

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

Important: All questions in this section relate 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	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Introto mental health, Learning Disabilities, COVID	
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.		
E'lled and according to		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year. Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcription of outlined above'.	ant training. The list of training categories have been undertaken. Any training not listed	
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	0	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Data Protection, Fire Safety ,First Aid, Flui d and Nutrition, DOLS, Record and Reporting, Acq uired Brain Injury, Active Support, Autism Awarenes s, Diabetes, Epilepsy, Hook Knife and Ligature, Intr o to mental health, Learning Disabilities, COVID	
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	

Nursing care staff	
No	
No	
Yes	
ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
2	
0	
vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is	
1	
2	
2	
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2	
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COSHH, Data Protection, Fire Safety ,First Aid, Flu d and Nutrition, DOLS, Record and Reporting, Acq uired Brain Injury, Active Support, Autism Awarenes s, Diabetes, Epilepsy, Hook Knife and Ligature, Intr o to mental health, Learning Disabilities, COVID	
0	
2	
0	
0	
0	
ed term contact staff by hours worked per week.	
0	
10	
2	

Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The typical shift patterns are start at 8.30am and e nd at 21.00pm There is an average of 3-4 staff working during the day and one of those would be a senior support worker or deputy manager. the waking night starts at 21.00 and ends at 8.30a m	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	7	
No. of staff in post No. of posts vacant Training undertaken during the last financial years of staff who wandertaken are less than the post of staff who wandertaken are le		
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevatively provided is only a sample of the training that many	4 ar for this role type.	
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional to	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed	
Training undertaken during the last financial years Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Training undertaken during the last financial years Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ar for this role type. ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Training undertaken during the last financial years. Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 6	
Training undertaken during the last financial year Set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 6 7	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 6 7	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 6 7 6 5	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 6 5 0	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 5 0 7 COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awarenes	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 5 0 7 COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intrease.	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 5 0 7 COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intr	
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Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ar for this role type. ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is 6 7 6 5 0 7 COSHH, Data Protection, Fire Safety ,First Aid, Fluid and Nutrition, DOLS, Record and Reporting, Acquired Brain Injury, Active Support, Autism Awareness, Diabetes, Epilepsy, Hook Knife and Ligature, Intro to mental health, Learning Disabilities, COVID	

No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The typical shift patterns are start at 8.30am and nd at 21.00pm There is an average of 3-4 staff working during th day and one of those would be a senior support v rker or deputy manager. the waking night starts at 21.00 and ends at 8.30am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Telephone Number	02920569624
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

College Fields

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1621
The maximum weekly fee payable during the last financial year?	2383

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, th ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	Garden space for recreational activities
Provide details of any other facilities to which the residents have access	The service have access to a vehicle for appointments and 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	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w:

Do staff listen to your views and respect your rights? (Please ex plain)

Yes, staff listen to me and it's in a respectful manner Yes, on a daily basis I can always speak to staff when I need to I don't know I'm not them Yes when I asked for more activities 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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed belo w:

Do you feel you have a good quality of life? Please explain Yes, as I've a house to call home

Yes, I have a good quality of life because I get free food and en joyable activities

Yes, I'm healthy and active, however sometimes I have problem

Yes, I have a big clean comfortable house to live in

Are you receiving "just enough support" (e.g. the amount of su pport is right for you and staff are not doing too much for you o r too little)?

Yes, as I've got my own independence and support if needed Yes, I am receiving the right amount of support when needed a nd also, I have my independence

Can't answer this one 'sorry'

Yes, they help me do some cooking and help if I need it

Are you able to further your skills, education and employment if you want to?

Yes, I'm looking at education

Yes, I have a voluntary job which could lead to something I will get a little 16-hour job in the future after I've moved out (if I 'm lucky enough)

Yes, I do volunteer work

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Response to our semi-annual survey are below,

Do you feel safe in your home, if not why not? Yes, because staff are here at all times Usually feel safe because we're a tidy bunch Yes, I'm a big strong man, I look after myself Yes, the doors are locked when I am in bed

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish

Our most recent semi-annual survey responses are listed belo

Is your home homely, clean, hygienic and well maintained? Plea se explain

Yes, as I clean my room and staff clean the home

Yes, my house is always very clean due to the regular cleaning by the residents and staff

Yes, I can see it gets cleaned every day Yes, as I do so much of it and the staff do too

10. Do you feel that you receive a high-quality service? Yes, the staff and management give a high-quality service Yes, constantly and there's always staff to support me and the home is kept really nice

Yes, it would be better if the staff would listen and have a word with my doctor's department about coming of the medication, I' m on

Yes, good support help when I need it

Outcomes that people achieved

- Staff accompanied five people to enjoy a day out at their chos en pleasure beach.
- One person has registered to complete CSCS card to enhanc e their employment opportunities
- 1 person has completed their CV and is being supported to ac tively gain employment
- 3 people have maintained voluntary work placements
- A new person moved in, who has developed positive relations hips with others - the service is at full capacity.
- · 2 people attend knitting club weekly

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

Number of posts and staff turnover

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

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport

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	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia Paritire Pahavieur Managamant	1	
Positive Behaviour Management Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy	

-	
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
	9

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

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

not outlined above'.	·	
Induction	1	
Health & Safety	9	
Equality, Diversity & Human Rights	9	
Infection, prevention & control	9	
Manual Handling	9	
Safeguarding	9	
Medicine management	9	
Dementia	9	
Positive Behaviour Management	9	
Food Hygiene	9	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport	
Contractual Arrangements		
No. of permanent staff	9	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	4	
No. of part-time staff (17-34 hours per week)	4	
No. of part-time staff (16 hours or under per week)	1	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in	08:30 - 21:00 08:30 - 18:00 08:30 - 23:00 + Sleep nights	

Staff Qualifications

each shift.

9	
0	
No	
No	
Other types of staff	
No	

Service Profile

Service Details

Name of Service	Dyfan Court
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 - 7 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3

Telephone Number	01446748046
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2109
The maximum weekly fee payable during the last financial year?	2803

Complaints

	hat was the total number of formal complaints made during the st financial year?	0
Νι	umber of active complaints outstanding	0
Nι	umber of complaints upheld	0
Nι	umber of complaints partially upheld	0
Νι	umber 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?

People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.

All people living at the service are made aware of the organisation s process and policies around the complaints procedure during m eetings and when moving into the service, should they feel the ne ed to do so. If a staff member feels that a person is unhappy abou t something, they will also encourage the person to follow the com plaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service have a large front and rear garden. Seating is provid ed at both the front and rear of the garden.
Provide details of any other facilities to which the residents have access	The service have access to a vehicle for appointments and 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	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w:

Do staff listen to your views and respect your rights? Please ex plain

- Yes. Staff listen to me. Staff help plan holidays and trips that I would like to go on.
- Yes, staff listen to me and respect my views.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed below

Do you feel you have a good quality of life? Please explain

- Yes. I am happy at Dyfan Court, and I enjoy living here. Staff s upport me to do things I enjoy.
- Yes. Staff support me out on activities of my choice. I am happ y and settled at Dyfan Court.
- Yes, staff have a good understanding of my needs. Staff plan and encourage the activities I enjoy the most.
- Yes. Staff plan activities which I enjoy that include walking club once a week, pedal power, and shopping.

Are you receiving "just enough support" (e.g. the amount of su pport is right for you and staff are not doing too much for you o r too little)

- · Yes, provide me with enough support.
- · Yes, I have the right amount of support.
- Yes, I receive enough support.
- Yes, staff understand and support my needs.

Are you able to further your skills, education and employment if you want to?

- Staff support me to further skills of interest to me.
- I would like to try to work in a charity shop or a café one

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Our most recent semi-annual survey responses are listed below

Do you feel safe in your home, if not why not?

- · Yes, I feel safe.
- Yes. Staff help to keep me safe at home and when I am out in the community.
- · Yes, staff look after me and keep me safe.
- · Yes, I feel safe.

Do staff treat you with compassion, kindness, dignity & respect ? Please explain

- Yes, staff help to explain things that I do not understand at tim es. They treat me with respect and dignity.
- Yes, staff are friendly, chatty, and polite. They try to help me manage my anxieties at times.
- Yes, staff always talk politely to me. They respect my privacy.
- Staff always talk and interact with me. Staff always knock my door before entering my bedroom. My door is closed when I nee d some privacy.

Are the Staff and management approachable, friendly and ope n? Please explain

- Yes, I can always chat with staff and the "boss".
- I like all staff. I feel that I can talk to all of them and the manag er about anything.
- · Yes, staff are always nice and kind.
- · Staff are always interacting and chatting to me.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

Our most recent semi-annual survey responses are listed belo w;

Is your home homely, clean, hygienic and well maintained? Plea se explain

- Yes, staff will help me to clean my bedroom, hoover my room when needed and encourage me to wash my dishes etc.
- Yes, I am encouraged to clean my bedroom every other day w ith support from staff. Staff make sure that the house is always clean. They support me with my laundry.
- Yes, staff keep the home and my bedroom clean.
- Yes, staff clean my room and tidy my room.

Do you feel that you receive a high-quality service?

- Yes, I like living at Dyfan Court, it is my home.
- · Yes, always. I enjoy living here.
- · Yes, staff help and support me with everything.
- · Yes, I am supported with all aspects of daily life.

Positive outcomes and stories

- We have a positive stories file at Dyfan Court where people at the home love to show their days out, parties and trips.
- All the people we support have scrap books where they collat e pictures of their days out, activities and trips away.
- Some of our positive stories have featured in the companies' weekly newsletter and Facebook page. We actively, as a team encourage the people we support to showcase their achievements.
- Accessing the community for new experiences.
- Two individuals went to Winter Wonderland and ice skating in their wheelchairs with support from staff.
- 'Tootsie' the sensory pony attended Dyfan Court at Christmas for the individuals to spend time with her, brush and feed her.
- Staff continue to follow 'do with not for' and encourage all at D yfan Court to be as independent as possible.

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)

15

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post 1		
No. of posts vacant 0		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control 1		
Manual Handling 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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
Contractual Arrangements		
Contractadi / trangonionio		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff 0		
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

Important: All questions in this section relate specific stated, the information added should be the position. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year for the second se	ically to this role type only. Unless otherwise in as of the 31st March of the last financial year. or this role type. Itraining. The list of training categories ave been undertaken. Any training not listed hing undertaken pertinent for this role which is	
Cher supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate specificated, the information added should be the position. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year for set out the number of staff who undertook relevant provided is only a sample of the training that may hear be added to 'Please outline any additional train not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ically to this role type only. Unless otherwise in as of the 31st March of the last financial year. or this role type. Itraining. The list of training categories ave been undertaken. Any training not listed hing undertaken pertinent for this role which is	
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Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Manual Handling 2 Safeguarding 2 Medicine management 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.		
Safeguarding 2 Medicine management 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.		
Medicine management 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.	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.		
Positive Behaviour Management 2 Food Hygiene 2 Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Food Hygiene 2 Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
pertinent to this role which is not outlined above. m s al		
e' w el	The organisation has a mandatory training platf which all staff are required to completed (Course AWIF Workbook, COSHH, Data Protection, Eqlity and Diversity, Fire Safety, First Aid eLearnin luid and Nutrition, Food Safety L2, Health and Sty, Infection Control, MCA and DoLs, Medication areness, Moving and Handling, Safeguarding Let 12, Record writing). The service then develops a service specific trag needs assessment for additional courses required.	
Contractual Arrangements		
No. of permanent staff 2		
No. of Fixed term contracted staff 0		
No. of volunteers 0		
No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 0		
Outline below the number of permanent and fixed to	erm contact staff by hours worked per week.	

No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per weel	k) 0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker		
No. of staff working towards the 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	No	
Other social care workers providing direct care Does your service structure include roles of this type?	Yes	
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates	Yes specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate	specifically to this role type only. Unless otherwise	
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Does your service structure include roles of this type? Other types of staff Does your service structure include any additional No	,	No	
Other types of staff Does your service structure include any additional No	Catering staff		
Does your service structure include any additional No	1	No	
	Other types of staff		
role types other than those already listed?	Does your service structure include any additional role types other than those already listed?	No	

Service	e Profile	
Ser	vice Details	
	Name of Service	Ffordd Newydd

Telephone Number	01792324241
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1492.36
The maximum weekly fee payable during the last financial year?	1956.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	surveys, 1:1 meetings, house meetings, reviews, support from fa milies/ advocates where required, SOP, SUG, Quality reports People we support meetings take place monthly at the service, th ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet t he key worker monthly and review their care and any outcomes th ey have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	Access to rear garden area, including patio area with outdoor sea ting area.
Provide details of any other facilities to which the residents have access	Access to communal kitchen and communal laundry room

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es

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)

14

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.		
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Leputy service manager		
Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate spe		
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated.	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated. No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the stated is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training traini	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
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pertinent to this role which is not outlined above.	Epilepsy Mental Health Studio 3 Learning disabilities Active Support First Aid Personality disorder Oral health Self harm Autism Basic life support COSHH Diabetes MCA and DOLs
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1
Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1 No
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this	
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this	No
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type?	No
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this	No No
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type?	No No
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	No No Yes
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	No No Yes cifically to this role type only. Unless otherwise
Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	No No Yes cifically to this role type only. Unless otherwise

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.	Epilepsy Mental Health Studio 3 Learning disabilities Active Support First Aid Personality disorder Oral health ABI Self harm Autism Basic life support COSHH Diabetes MCA and DOLs Urinary incontinence	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
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.	11.5 hours per day	
Staff Qualifications		
No. of staff who have the required qualification to	1	
be registered with Social Care Wales as a social care worker		

Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
lo. of staff in post 8		
No. of posts vacant	3	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	14	
Health & Safety	14	
Equality, Diversity & Human Rights	14	
Infection, prevention & control	14	
Manual Handling	14	
Safeguarding	14	
Medicine management	14	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	14	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Mental Health Studio 3 Learning disabilities Active Support First Aid Personality disorder Self harm Autism Basic life support COSHH Diabetes MCA and DOLs	
Contractual Arrangements		
No. of permanent staff	8	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	7	
No. of part-time staff (17-34 hours per week)	1	
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.	8.30 - 21.00 - day shifts 21.00 - 8.30 - night shifts	
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	4	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Profile

Service Details

Name of Service	Gelli Ceirios
Telephone Number	01685 870176
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1448
The maximum weekly fee payable during the last financial year?	2795

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, the see are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required. Our res

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
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	Steps leading into service through small garden, side access to a larger mature enclosed and private garden with multiple seating a reas - one sizeable patio area with generous seating and BBQ fac illities, leading to lawned area.
Provide details of any other facilities to which the residents have access	Shared bathroom to first floor. Bus stop immediately to front of ser vice with good links to town centre.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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 Prior to admission, our service users are provided with a broch have choice about their care and support, and opportunities ure, the Service User Guide as well as the opportunity to visit th are made available to them. e service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do f or', improving the persons independence and ultimately giving t hem a sense of self-worth, control, and structure around their li ves. Our aim is always to do the best for the person and encour age them to have a voice, our keyworker meetings are paramo unt to this process and residents are supported to achieve goal s as well as to set new ones. All efforts are made by our employees to identify opportunities i n the local community for the people we support. We feel it is im perative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our re sidents to speak up should there be anything that they'd like to say regarding any aspect of their care. The extent to which people are happy and supported to We promote positive health and well-being by ensuring our peo maintain their ongoing health, development and overall ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the h wellbeing. For children, this will also include intellectual, social and behavioural development. ome. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs a nd capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives - which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-admi nistration of medication is required for all people we support, w hich is reviewed periodically and a bespoke process - progress ing based on current and attainable skill level. We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally. Our Safeguarding policy applies to anyone working on behalf of The extent to which people feel safe and protected from abuse and neglect. the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decor ate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

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

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

Staff Type

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

Important: All questions in this section relate 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 Acquired Brain Injury pertinent to this role which is not outlined above. Active Support **Autism Awareness** Dysphagia/choking Emergency First Aid at Work (EFAW) **Epilepsy** Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory **PBM Practical** PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport **Duty of Candour** Falls prevention and Managing Hoarding and Cluttering **GDPR** Oral Health **Understanding Consent** DoLS **Professional Boundaries** Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontine nce Wound Care Management **Contractual Arrangements** No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) 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 0 be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this 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	
1	
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.	Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontine nce. Wound Care Management

Contractual Arrangements

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
District on the second of the		
Registered nurses		
Does your service structure include roles of this type?	No	
Coning a said and a said and a said and a said		
Senior social care workers providing direct care	T	
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Induction	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
D (2	
Dementia	2	
Positive Behaviour Management		

Please outline any additional training undertaken *Some of this training has yet ot be completed by th e newest addition to the team, but is due to be withi pertinent to this role which is not outlined above. n the first 6 months of her employment. Dysphagia/choking Emergency First Aid at Work (EFAW) **Epilepsy** Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport **Duty of Candour** Falls prevention and Managing Hoarding and Cluttering **GDPR** Oral Health **Understanding Consent** DoLS **Professional Boundaries** Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontine Wound Care Management **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) 0 0 No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed 08:30 -21:00, typically work three days a week. at the service in this role type. You should also include the average number of staff working in One senior would typically be on shift per day, with each shift. support form two support workers, a total of three d irect-care staff members per day. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification Other social care workers providing direct care

Does your service structure include roles of this Yes type? 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 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 7 Health & Safety 7 Equality, Diversity & Human Rights Infection, prevention & control 7 Manual Handling 7 7 Safeguarding 5 Medicine management 7 Dementia 5 Positive Behaviour Management Food Hygiene Please outline any additional training undertaken Acquired Brain Injury pertinent to this role which is not outlined above. **Active Support** Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) **Epilepsy** Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport **Duty of Candour** Falls prevention and Managing Hoarding and Cluttering **GDPR** Oral Health **Understanding Consent** DoLS **Professional Boundaries** Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontine nce. Wound Care Management Contractual Arrangements 7 No. of permanent staff

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
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.	Typical shift patterns are: 08:30-21:00 21:00-08:30 09:00-17:00 typically two support workers would support a Senior support worker per day.
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	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Glan y Felin	l
Telephone Number	01792865541	l
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements	

Other languages used in the provision of the service

Welsh speaking resident with four full time staff members that s peak Welsh, with another learning.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	1953

Complaints

What was the total number of formal complaints made during the last financial year? Number of active complaints outstanding Number of complaints upheld Number of complaints partially upheld	0 0 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?	People we support meetings take place monthly at the service, th ese are typically chaired by a designated staff member or a memb er of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their ca re plans and any outcomes they have achieved or new ones to se t. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encoura ge our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required. Our res

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	Enclosed garden to the rear with patio area and seating surround ed by a tranquil forest and a stream.
Provide details of any other facilities to which the residents have access	Shared bathroom, full sized pool table at end of lounge.

Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Prior to admission, our service users are provided with a broch ure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process.

We promote that our staff 'do with' the person, rather than 'do f or', improving the persons independence and ultimately giving t hem a sense of self-worth, control, and structure around their li ves. Our aim is always to do the best for the person and encour age them to have a voice, our keyworker meetings are paramo unt to this process and residents are supported to achieve goal s as well as to set new ones.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care.

When asked on our Quality of Care report in December 2022 "Are staff and Management approachable, friendly and open?" Our residents answered:

"Yes but sometimes I find talking hard"

"Yes and Yes"

"Yes they are"

"Yes friendly '

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.

We promote positive health and well-being by ensuring our peo ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the h ome. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs a nd capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being.

We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level.

We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed.

Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally.

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

We promote positive health and well-being by ensuring our peo ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives — which is inextricably linked to a person's well-being.

We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level.

We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed.

Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally.

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

Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

When asked on our Quality of Care report in December 2022 "Do you feel Safe in your home, if not, why not?" Our residents answered:

"Yes"

"Yes '

"l do."

"Yes I feel safe"

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)

11.11

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

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

Service Manager		
Does your service structure include roles of this type? Yes		
Important: All questions in this section relate 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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management Safeguarding Lv 4	

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)	0	
staff		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	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		
	1,,	
Does your service structure include roles of this type?	Yes	
type? Important: All questions in this section relate spe		
type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Important: All questions in this section relate spe stated, the information added should be the pose. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories	
Important: All questions in this section relate spestated, the information added should be the possible of the post stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional training that may additional training trai	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Important: All questions in this section relate spe stated, the information added should be the pose. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional training outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Important: All questions in this section relate spestated, the information added should be the possible of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training the description of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please out	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Important: All questions in this section relate spestated, the information added should be the possible of the post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training undertaken during the last financial years. Set out the number of staff who undertook relevations provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that was a sample of the training that may be added to 'Please outline any additional training that was a sample of the training that may be added to 'Please outline any additional training that was a sample of the training that may be added to 'Please outline any additional training that was a sample of the training that was	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Important: All questions in this section relate spestated, the information added should be the possible of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training the description of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1	
Important: All questions in this section relate spestated, the information added should be the possible of the post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1	
Important: All questions in this section relate spestated, the information added should be the possible of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that man can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1	
Important: All questions in this section relate spestated, the information added should be the possible of the post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1	
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Please outline any additional transport of the training that man can be added to 'Ple	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1	
Important: All questions in this section relate spesstated, the information added should be the possible of the post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed anining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this	No	
type?	•	
type? Nursing care staff		

Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	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.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness
Contractual Arrangements	
	T
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Tanical ability and	A- 55
Typical shift patterns in operation for employed s	STAIT
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	Typical Shifts 08:30-21:00, and one iteration of a ve hour shift depending on service needed.
each shift.	Typically, a Senior support worker would be supported by 3 support staff.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other again earn workers are diffing direct	
Other social care workers providing direct care	
Does your service structure include roles of this	

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	13
No. of posts vacant	3

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

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

Induction	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness

Contractual Arrangements

No. of permanent staff	11
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	2
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
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.	08:30-21:00, 12:00-08:30 (Sleep Night) 21:00-08:30 (Wake night) Day shift would be typically 3 support staff, then a night would be one wake night supported by a sleep night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	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

Telephone Number	01792 815056
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have a Welsh board and a Slovakian board with 'word of the week'

Grove View

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1876
The maximum weekly fee payable during the last financial year?	3544

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, the se are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation sprocess and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
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	1 x smoking shelter to the rear of the main house 1 x seating / smoking area outside the maisonettes 1 x seating area to the rear of the main house
Provide details of any other facilities to which the residents have access	The maisonettes have their own kitchen area and laundry facilitie s The main house has a large kitchen area, laundry room

Communicating with people who use the service

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

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.

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organisation. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

yes, the People we support state that they feel safe in the hom e this information was gathered from the quality report question naires that they complete The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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)

11

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.	Studio 111 First Aid Introduction to Mental Health Personality Disorder Substance Misuse GDPR Fire Safety COSHH Fluid & Nutrition DOLS & MCA Record Writing ABI Autism Awareness Active Support Diabetes Hook Knife Learning Disability Positive Culture Sexuality & Relationships Self-harm Understanding the Perspective of the People we Support
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)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	1
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	1 0
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service Manager Does your service structure include roles of this type? Important: All questions in this section relate spe	1 0 0 0 1 1 1 0 0 Yes
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service Manager Does your service structure include roles of this type? Important: All questions in this section relate spe	1 0 0 1 1 Ves cifically to this role type only. Unless otherwise
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service Manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positions.	1 0 0 1 1 Ves cifically to this role type only. Unless otherwise

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 Health & Safety 1 Equality, Diversity & Human Rights 1 1 Infection, prevention & control Manual Handling 1 1 Safeguarding Medicine management 1 0 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken Lead to Succeed pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff 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 0 No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this No type? Nursing care staff Does your service structure include roles of this type? Registered nurses No Does your service structure include roles of this

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
	1-	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 111 First Aid Introduction to Mental Health Personality Disorder Substance Misuse GDPR Fire Safety COSHH Fluid & Nutrition DOLS & MCA Record Writing ABI Autism Awareness Active Support Diabetes Hook Knife Learning Disability Positive Culture Sexuality & Relationships Self-harm Understanding the Perspective of the People we Support	
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	
No. of Non-guaranteed hours contract (zero hours)		
No. of Non-guaranteed hours contract (zero hours) staff		

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.	Day shift - 830am -9pm Night shift - 9pm-8.30am Daytime support working staff: 3.5 Night time wake support working staff: 2		
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2		
No. of staff working towards the required/recommended qualification	0		
Other social care workers providing direct care			
Does your service structure include roles of this type?	Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post	23		
No. of posts vacant	0		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	10		
Health & Safety	23		
Equality, Diversity & Human Rights	23		
Infection, prevention & control	23		
Manual Handling	23		
Safeguarding	23		
Medicine management	23		
Dementia	0		
Positive Behaviour Management			
	20		

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 111 First Aid Introduction to Mental Health Personality Disorder Substance Misuse GDPR Fire Safety COSHH Fluid & Nutrition DOLS & MCA Record Writing ABI Autism Awareness Active Support Diabetes Hook Knife Learning Disability Positive Culture Sexuality & Relationships Self-harm Understanding the Perspective of the People we Support	
Contractual Arrangements		
No. of permanent staff	11	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	9	
No. of Non-quaranteed hours contract (zero hours)	9	
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)	7	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	2	
Typical shift patterns in operation for employed s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift - 830am -9pm Night shift - 9pm-8.30am Daytime support working staff: 3.5 Night time wake support working staff: 2	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7	
No. of staff working towards the required/recommended qualification	16	
Domestic staff		
	Nie	
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	No	

Service Details

Name of Service	Gwynfryn
Telephone Number	01554741445
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9

Fees Charged

The minimum weekly fee payable during the last financial year?	1448.43
The maximum weekly fee payable during the last financial year?	1985.33

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?	People we support meetings take place monthly at the service, the se are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
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	garden with smoking shelter

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

Quiet room/meeting room inside main building (GF) kitchen (GF) and communal bathroom (FF) and communal toilet (GF) house vehicle

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguarding & Participation Director is the strategic and accountable lead for safeguarding & Participation Director is the strategic and accountable lead for safeguarding & Participation Director is the strategic and accountable lead for safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone working on behalf of the organization. Our policy applies to anyone

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

every aspect of the organisations work.

using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

5

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		
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 Health & Safety 1 Equality, Diversity & Human Rights 1 Infection, prevention & control 1 Manual Handling 1 1 Safeguarding 1 Medicine management 0 Dementia Positive Behaviour Management 0 Food Hygiene Please outline any additional training undertaken studio 3 pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff 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 Deputy service manager Does your service structure include roles of this Yes type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 0

1

No. of posts vacant

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 0 Equality, Diversity & Human Rights 0 Infection, prevention & control 0 Manual Handling Safeguarding 0 0 Medicine management 0 Dementia 0 Positive Behaviour Management 0 Food Hygiene Please outline any additional training undertaken N/A - nobody in post pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 0 staff Staff Qualifications No. of staff who have the required qualification to 0 be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff No Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this No type? Registered nurses Does your service structure include roles of this No type? Senior social care workers providing direct care Does your service structure include roles of this Yes

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

type?

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	Key working Recovery star (care planning) Studio 3 (management of challenging needs) Schizophrenia and psychosis
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
	1
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	0830~2100 long days 2100~0830 nights typically 4 staff by day and one wake and one slee p at night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	7
Training undertaken during the last financial year	
Set out the number of staff who undertook relevent provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	5
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	5
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
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.	0830~2100 day shift - usually 4 staff on each da 2100~0830 night shift - one night and one sleep ch night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	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 Details

Name of Service	Hazeldene
Telephone Number	0441792 797014
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1390.73
The maximum weekly fee payable during the last financial year?	1923.88

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?

People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.

All people living at the service are made aware of the organisation s process and policies around the complaints procedure during m eetings and when moving into the service, should they feel the ne ed to do so. If a staff member feels that a person is unhappy abou t something, they will also encourage the person to follow the com plaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	6
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	Rear back garden. Front garden
Provide details of any other facilities to which the residents have access	Vehicle available

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they Any person identified who can take advantage of our services a have choice about their care and support, and opportunities re provided with our service user guide, this will allow them to m are made available to them. ake an informed decision as to whether it is the right service for In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process. All efforts are made by our employees to identify opportunities i n the local community for the people we support. We feel it is im perative that the person takes an active role in this process bec ause we acknowledge it is their desired outcome that we are wo rking together to achieve. we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff. The extent to which people are happy and supported to Our aim is to promote health and well-being by ensuring people maintain their ongoing health, development and overall are encouraged to schedule and attend regular health reviews, wellbeing. For children, this will also include intellectual, social whilst also providing provision of nutritious, varied, balanced an and behavioural development. d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independe nce. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoti ng this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage peopl e we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating i n daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links The extent to which people feel safe and protected from abuse At accomplish, the Safeguarding & Participation Director is the and neglect. strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work. The extent to which people live in accommodation that best We believe that our services should provide a clean, tidy, hygie supports their wellbeing and achievement of their personal nic, and homely environment to ensure people have the baselin outcomes. e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the

service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish

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)

13

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

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

Staff Type

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

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	GDPR, Fire safety, Personality disorder, Epilepsy, MCA Diabetes, 1st Aid Mental Health, Positive Culture Studio 111

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	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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 spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
No of staff in past	1
No. of staff in post	
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva	ant training. The list of training categories
Training undertaken during the last financial year	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Training undertaken during the last financial year Set out the number of staff who undertook relevation for the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevations in the provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation for the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevations in the provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation for the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation for the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 Lead to Succeed
Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 Lead to Succeed
Training undertaken during the last financial year Set out the number of staff who undertook relevation from the provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 Lead to Succeed QCF 5
Training undertaken during the last financial year Set out the number of staff who undertook relevations and the provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 Lead to Succeed QCF 5
Training undertaken during the last financial year Set out the number of staff who undertook relevation from the provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 Lead to Succeed QCF 5

Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
	No	
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
	Voc	
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
i ilieu anu vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR BSL
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3x LDs 11.5hr shifts Average staff 3xLD +1 8hr shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
No. of staff working towards the	0
No. of staff working towards the required/recommended qualification	Yes
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the	Yes cifically to this role type only. Unless otherwise
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive required.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trant outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training duction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11
No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 11 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 11

Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	LDs = 11.5hrs Wake night 11.5hrs E = 8am til 4pm 3.5 staff per day shift 1 wake night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Howells Road
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Telephone Number 01792 207246

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

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	3440
The maximum weekly fee payable during the last financial year?	3709

Complaints

What was the total number of formal complaints made during the last financial year? 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?	People we support meetings take place monthly at the service, the se are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Back garden with decking area small front garden area
Provide details of any other facilities to which the residents have access	house vehicle

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

at Howells Road we aim to help the individuals to have choice by using verbal prompts, pictures and objects of reference.

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

The individuals have annual health checks, we support them to other appointments and input from a clinical psychiatrist who re views their medication and behaviours.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

yes, the People we support state that they feel safe in the hom e this information was gathered from the quality report question naires that they complete

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

the individuals at Howells Road are settled in a quiet and calm environment.

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor. and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

The following section requires you to answer questions about each staff type including information about the number of filled

and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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Staff Type

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

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may be undertaken to the same sample of the training that may be undertaken to the same sample.	ant training. The list of training categories
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 Please outline any additional training undertaken	1 Safeguarding
pertinent to this role which is not outlined above.	MCA and Dols Active support epilepsy diabetes, insulin person centred care legionella positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we support fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of Volunteers	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to	1
be registered with Social Care Wales as a Service	
be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	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.	Safeguarding MCA and Dols Active support epilepsy diabetes, person centred care positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we su pport fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type? Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	12	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	7	
Health & Safety	7	
Equality, Diversity & Human Rights	7	
Infection, prevention & control	7	
Manual Handling	7	
Safeguarding	7	
Medicine management	7	
Dementia	0	
Positive Behaviour Management	7	
Food Hygiene	7	

pertinent to this role which is not outlined above.	MCA and Dols Active support epilepsy diabetes, insulin person centred care legionella positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we su pport fire awareness GDPR Learning Disabilities Oral Health professional boundaries positive culture
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Long Day 8.30 am to 9.00 pm with 1 hour unpaid be eak Wake Night 9.00pm to 8.30am 9am to 5 pm shift 3 Day staff either 3x Long day or 2x long day and x 9-5
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	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	

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

Service Details

Name of Service	lsfryn
Telephone Number	01639841958
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Russian, staff team know some basic phrases.

Service Provision

People Supported

How many people in total did the service provide care and	9
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	1224
The maximum weekly fee payable during the last financial year?	1766

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?	People we support meetings take place monthly at the service, th ese are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to se t. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encoura ge our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required. Our res

Service Environment

How many bedrooms at the service are single rooms?	8
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large parking area, leading to an enclosed gated patio area with seating with a separate smoking area. To the rear there is tiered garden leading to a gravelled area.
Provide details of any other facilities to which the residents have access	Shared Laundry room, Games area consisting of pool table and d arts board. Lowered worktops in kitchen for inclusive access and t riaging kitchen on top floor. Shared bathroom.

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	One resident supported to tap to support with his speed of speec h. Whiteboard used to aid speech of another resident.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Prior to admission, our service users are provided with a broch ure, the Service User Guide as well as the opportunity to visit Is fryn as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do f or', improving the person's independence and ultimately giving them a sense of self-worth, control, and structure around their li ves. Our aim is always to do the best for the person and encour age them to have a voice, our keyworker meetings are paramo unt to this process and residents are supported to achieve goal s as well as to set new ones. All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is im perative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our re sidents to speak up should there be anything that they'd like to say regarding any aspect of their care. When asked "Do staff listen to your views and rights?" Answers were:
	"Yes because I need extra help staff help me and take me out." "Some of them yes." "Yes opinions matter and they listen to mine."

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.

We promote positive health and well-being by ensuring our peo ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the home. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives — which is inextricably linked to a person's well-being.

We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level.

We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed.

Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally.

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

Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

When asked on our Quality of Care report in December 2022 "Do you feel Safe in your home, if not, why not?"

Our residents answered:

"Yes."

"Yes."

"Yes - I trust staff, I just feel safe."

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decor ate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

When asked "Is your home homely, clean, hygienic and well ma intained?" residents responded:

"Yes because we all tidy up and help each other and keep our own bedrooms and bathrooms tidy."
"Yes it always looks clean and tidy."

"Yes."

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	12.29

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

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.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS Korsakoffs	
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
	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 Desirition Polyacion Management	1	
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS	
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
	No	
Does your service structure include roles of this type?	INO	
Nursing care staff		
Does your service structure include roles of this type?	No	
5		
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type? Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	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	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	2	
Positive Behaviour Management	2	
, J	2	
Food Hygiene	2	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed	Typical shift patterns are:
at the service in this role type. You should also include the average number of staff working in each shift.	08:30-21:00, approx. three days per week. Seniors will typically be supported by 4 x Support Workers er day.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this	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	14
No. of posts vacant	2

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

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

Induction	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS

Contractual Arrangements

ı		
	No. of permanent staff	12
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	2

Outline below the number of permanent and fixe	d term contact staff by hours worked per wook	
Outline below the number of permanent and fixe	d term contact stall by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7	
No. of part-time staff (17-34 hours per week)	5	
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.	Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in shift) 21:00-08:30 (Wake Night Shift)	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5	
No. of staff working towards the required/recommended qualification	9	
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 Details

Name of Service

Telephone Number	01446736137
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

Kington House

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	2828

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	3
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?	People we support meetings take place monthly at the service, the se are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Large areas of space is available for recreational activities at the f ront and rear of the garden. Seating is also available throughout t hese areas.
Provide details of any other facilities to which the residents have access	The service have a vehicle available for appointments and activiti es.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w:

Do staff listen to your views and respect your rights? Please ex plain

'I don't have any rights; I want my own flat"

'Yeh'

'Yes'

'Yeh feel ok'

'Yes'

'Yes'

'Yes'

'Yes'

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independe

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoti ng this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage peopl e we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating i n daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed belo

Do you feel you have a good quality of life? Please explain

'No, I want my own flat '

'No, I want to go back to my flat'

'Yeah, but don't want to be on a DOLS'

'Yeh' 'Yes'

'Yes'

'Yes' 'Yes'

Are you receiving "just enough support" (e.g. the amount of su

pport is right for you and staff are not doing too much for you o r too little)

'Yeh'

'Yes'

'Yeh'

'Yeh'

'Yeh'

'Yes'

'Yes'

Are you able to further your skills, education and employment if you want to?

'Don't want to"

'Don't want to'

'Yes, if I wanted to but I don't'

'Don't want to'

'No, I don't want to work'

'Yes'

'Yes'

'If I wanted to'

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Our most recent semi-annual survey responses are listed belo w:

Do you feel safe in your home, if not why not?

'Yeh

'Yeh'

'Yes'

'Yeh feel ok'

'Yes'

'Yes'

'Yes'

'Yeh'

Do staff treat you with compassion, kindness, dignity & respect ? Please explain

'Yeh'

'Yeh'.

'Yeh they are lovely'

'Yes'

'Yes'

'Yes'

'Yes'

'Yes'

Are the Staff and management approachable, friendly and ope n? Please explain

'Yes they make sure I go to Aberdare once every 2 weeks'

'Yeh'

'Yes, they are great'

'Yeh'

'Yes'

'Yes wonderful'

'Yes'

'Yes'

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

Our most recent semi-annual survey responses are listed belo w:

Is your home homely, clean, hygienic and well maintained? Plea se explain

'Yeh'

'lt's alright'

'Yeh'

'Yes'

'Yeh'

'Very good'

'Yes'

'Yes, it's wonderful'

Do you feel that you receive a high quality service?

'No, I want to be back in my flat'

'Yeh'

'Yeh, they try their best'

'It's ok'

'Yeh free food, free accommodation'

'Yes'

'Yes'

'Yes, it's wonderful'

Positive outcomes

The people we support have been able to go to on holidays, R eggae Festivals and concerts with their holiday allowance which they've really enjoyed. This has also been great for the staff su pporting.

The staff and people we support donated to the Children's Toy appeal for the Red Cross over Christmas. This was a really spe cial cause for us as a team and a real privilege to be able to contribute and help.

People we support who were dependant on alcohol prior to ad mission have reduced consumption and living more structured and independent lives, becoming closer to their overall goal of having their own flat.

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)

18

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

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

Service Manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate 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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing) The service then develops a service specific training needs assessment for additional courses required	
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	

Deputy service manager	
	N ₂
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	raining undertaken pertinent for this role which is
	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control Manual Handling	2
Maridal Fariding	2
Safeguarding	2
Safeguarding Medicine management	2
Medicine management	2
Medicine management Dementia	2 2
Medicine management	2
Medicine management Dementia Positive Behaviour Management	2 2 2
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	2 2 2 - The organisation has a mandatory training platform which all staff are required to completed (Cours s - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Let el 2, Record writing) The service then develops a service specific traing needs assessment for additional courses requ
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 2 2 - The organisation has a mandatory training platfirm which all staff are required to completed (Cours s - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Let el 2, Record writing) The service then develops a service specific traing needs assessment for additional courses requ
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	2 2 2 - The organisation has a mandatory training platform which all staff are required to completed (Cours s - AWIF Workbook, COSHH, Data Protection, Equity and Diversity, Fire Safety, First Aid eLearning Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Letel 2, Record writing) The service then develops a service specific traing needs assessment for additional courses requed
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	2 2 2 - The organisation has a mandatory training platform which all staff are required to completed (Cours s - AWIF Workbook, COSHH, Data Protection, Equility and Diversity, Fire Safety, First Aid eLearning Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Letel 2, Record writing) The service then develops a service specific traing needs assessment for additional courses requied
Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	2 2 2 - The organisation has a mandatory training platfirm which all staff are required to completed (Cours s - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Leel 2, Record writing) The service then develops a service specific traing needs assessment for additional courses requed

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No. of part-time staff (17-34 hours per week)	0		
No. of part-time staff (16 hours or under per week	k) 0		
0. ((0. 115 11			
Staff Qualifications	Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2		
No. of staff working towards the required/recommended qualification	0		
Nursing care staff			
Does your service structure include roles of this type?	No		
Registered nurses			
Does your service structure include roles of this type?	No		
Senior social care workers providing direct care			
Does your service structure include roles of this	No		
type?	Other social care workers providing direct care		
Other social care workers providing direct care Does your service structure include roles of this	Yes		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates	Yes specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year.		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates	specifically to this role type only. Unless otherwise		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates stated, the information added should be the p	specifically to this role type only. Unless otherwise		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates stated, the information added should be the performance of the perf	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year.		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial states of the training that the provided is only a sample of the training that	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type.		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relates stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial state out the number of staff who undertook reprovided is only a sample of the training that can be added to 'Please outline any additional states.'	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial set out the number of staff who undertook reprovided is only a sample of the training that can be added to 'Please outline any additional not outlined above'.	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate a stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years and the statement of the training that can be added to 'Please outline any additional not outlined above'.	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial set out the number of staff who undertook religions provided is only a sample of the training that can be added to 'Please outline any additional not outlined above'. Induction Health & Safety	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 6 18		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate is stated, the information added should be the provided and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial is set out the number of staff who undertook reprovided is only a sample of the training that can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 6 18 18		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial set out the number of staff who undertook religion provided is only a sample of the training that can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 6 18 18 18		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate a stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years and the state of the training that can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 6 18 18 18 18		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial state and the state and the provided is only a sample of the training that can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 6 18 18 18 18		
Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate is stated, the information added should be the particle. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial is set out the number of staff who undertook reprovided is only a sample of the training that can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year. 18 3 year for this role type. levant training. The list of training categories may have been undertaken. Any training not listed all training undertaken pertinent for this role which is 6 18 18 18 18 18 18		

Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
Contractual Arrangements		
No. of permanent staff	18	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8	
No. of part-time staff (17-34 hours per week)	8	
No. of part-time staff (16 hours or under per week)	2	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Days 08:30 - 21:00 08:30 - 17:00 12:00 - 23:00 Wake nights	
	21:00 - 08:30	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18	
No. of staff working towards the required/recommended qualification	0	
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

Name of Service	Landsdowne Gardens
Telephone Number	02920229690
What is/are the main language(s) through which your service is provided? $\label{eq:condition}$	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

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?	1705
The maximum weekly fee payable during the last financial year?	1732

Complaints

What was the total number of formal complaints made during the last financial year? 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?	People we support meetings take place monthly at the service, the see are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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	Rear of the garden has seating facilities and space for recreation al activities.
Provide details of any other facilities to which the residents have access	The service have access to a vehicle for appointments and activities

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w; Do staff listen to your views and respect your rights? Please ex plain Yes 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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed belo w:

Do you feel you have a good quality of life? Please explain Very little bit

Are you able to further your skills, education, and employment if you want to?
Nodded yeah

Do you feel that you receive a high-quality service? Yes

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Our most recent semi-annual survey responses are listed belo w;

Do you feel safe in your home, if not why? Yeah

Do staff treat you with compassion, kindness, dignity & respect ? Please explain Yeah

Has your one-page profile made a difference to how staff supp ort you and interact with you? Please explain Nodded yeah The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

Our most recent semi-annual survey responses are listed belo w:

Are you receiving "just enough support" (e.g., the amount of su pport is right for you and staff are not doing too much for you o r too little)?

Nodded yeah

Positive stories/achievements from people we support

- People we support being involved in house weekly shopping
- · People we support taking part in day trips
- People we support continue to develop their independence in house with domestic tasks
- People we support continue to spend time with staff discussin g goals and achievements
- Improved relationship building between people we support an d support staff
- People we support engaging in independent or supported social activities
- PWS attending new experiences such as shows, pathfinder tri ps, visiting farms, and communicating their preferences in a per son -centred manner.
- PWS working with keyworker to identify education aspirations.
- PWS engaging in mental health activities to improve their well being.

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

Number of posts and staff turnover

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

The following section requires you to answer questions about each staff type including information about the number of filled

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

and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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 vecent pasts	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to the training that the can be added to 'Please outline any additional to the can be added to 'Please outline any additi	ant training. The list of training categories
	Ι.
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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required
Contractual Arrangements	
No. of a common out of the	1.
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.	
No. of staff in post	8	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma can be added to 'Please outline any additional transcript in outlined above'.	ant training. The list of training categories	
Induction	3	
	3 8	
Health & Safety		
Health & Safety	8	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	8	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	8 8 8	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	8 8 8 8	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	8 8 8 8 8 8	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	8 8 8 8 8	

Contractual Arrangements		
No. of permanent staff	8	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	5	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	1	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	09:00 - 23:00 & sleep in 09:00 - 20:00 09:30 - 17:30	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8	
No. of staff working towards the required/recommended qualification	0	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Profile

Service Details

Name of Service	Llys Afon
Telephone Number	02920562336

Telephone Number	02920562336
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

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?	2408
The maximum weekly fee payable during the last financial year?	4224

Complaints

What was the total number of formal complaints made during the last financial year? Number of active complaints outstanding Number of complaints upheld Number of complaints partially upheld	0 0 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?	People we support meetings take place monthly at the service, the ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Outdoor seating can be provided in the apartment blocks grounds , however people we support are encouraged to local parks and o pen spaces
Provide details of any other facilities to which the residents have access	Service has access to a company vehicle

Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services i s provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the person's independe nce and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for t he person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w:

Do staff listen to your views and respect your rights? Please ex plain

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independe nce.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed belo w:

Do you feel you have a good quality of life? Please explain Yes, I like staff.

Are you receiving "just enough support" (e.g. the amount of su pport is right for you and staff are not doing too much for you o r too little)

I like the staff.

Are you able to further your skills, education and employment if you want to? I'm too old to go to class anymore.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Our most recent semi-annual survey responses are listed belo w

Do you feel safe in your home, if not why not? Yes

Do staff treat you with compassion, kindness, dignity & respect ? Please explain

Staff make me laugh, I won't wind them up.

Are the Staff and management approachable, friendly and ope n? Please explain Yes.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

Our most recent semi-annual survey responses are listed belo w;

Is your home homely, clean, hygienic and well maintained? Plea se explain

Yes, staff wash my floor and change my bed.

Do you feel that you receive a high quality service? I like living here.

Positive stories/achievements from people we support

- One of the ladies has stopped her antipsychotic medication a nd it is only administered when required. To date this has not b een needed.
- One lady has attended her first session of touch trust since C OVID.
- One lady has celebrated her 65th birthday and opted for a fis h supper as her meal choice.
- One lady has had a range of family visit in her flat and each vi sit has been a success.

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 9

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.

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required

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.	
1	
0	
0	
1	
0	
No	
Yes	
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
ecifically to this role type only. Unless otherwise	
ecifically to this role type only. Unless otherwise	
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 5 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 5 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 5 3 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	

Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	09:00 - 23:00 & sleep in 09:00 - 21:00 21:00 - 09:00 wake night
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	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional	No

Service Profile

Service Details

Name of Service	Mond Court Apartments
Telephone Number	01792846394
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1337
The maximum weekly fee payable during the last financial year?	3106

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, th ese are typically chaired by a designated staff member or a memb er of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their ca re plans and any outcomes they have achieved or new ones to se t. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encoura ge our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our com plaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	The home has a large, enclosed garden area at the rear and a p arking area at the front. The garden has ample seating areas and can accommodate all residents at once. It is easily accessed thro ugh both the front and side door of the property.
Provide details of any other facilities to which the residents have access	None.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

The extent to which people feel their voices are heard, they

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Prior to admission, our service users are provided with a broch

When asked on our Quality of Care report in December 2022 "Are staff and Management approachable, friendly and open?"

say regarding any aspect of their care.

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

have choice about their care and support, and opportunities	ure, the Service User Guide as well as the opportunity to visit th
are made available to them.	e service as part of our assessment process.
	We promote that our staff 'do with' the person, rather than 'do f
	or', improving the persons independence and ultimately giving t
	hem a sense of self-worth, control, and structure around their li
	ves. Our aim is always to do the best for the person and encour
	age them to have a voice, our keyworker meetings are paramo
	unt to this process and residents are supported to achieve goal
	s as well as to set new ones.
	All efforts are made by our employees to identify opportunities i
	n the local community for the people we support. We feel it is im
	perative that the person takes an active role in this process.
	As well as operating an 'open door' policy, we encourage our re
	sidents to speak up should there be anything that they'd like to
	classics to opposit up clistical and to be drifting that they a mile to

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.

We promote positive health and well-being by ensuring our peo ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the h ome. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs a nd capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being.

We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progressing based on current and attainable skill level.

We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed.

Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally.

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

Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service. On moving into the home, we promote people to decor ate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wish es.

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)

7.67

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.

No. of staff in post

No. of posts vacant

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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence.	
	Wound Care Management	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	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	
	<u> </u>	

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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this	No
type?	
Pagistarad nursas	
Registered nurses	
Does your service structure include roles of this	No
	No
Does your service structure include roles of this	No
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this	No Yes
Does your service structure include roles of this type? Senior social care workers providing direct care	
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
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Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive structure.	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the positive o	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of staff in post No. of staff in post No. of posts vacant	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated. The information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that materials.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated. The information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that Manual Handling Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1

DI OF LEG LOCAL LOCAL	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management
Contractual Arrangements	Would bare management
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 td term contact staff by hours worked per week.
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed the contract (35 hours or more per week)	0 0 0 td term contact staff by hours worked per week.
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed the staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 d term contact staff by hours worked per week. 1 0 0
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 text term contact staff by hours worked per week. 1 0 0 staff Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in) 21:00-08:30 (Wake Night)
No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in	0 0 0 0 ted term contact staff by hours worked per week. 1 0 0 staff Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in) 21:00-08:30 (Wake Night) Typically, there would be one senior or deputy materials.

No. of staff working towards the required/recommended qualification	0
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Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

П	i .	
	No. of staff in post	7
	No. of posts vacant	10

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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury
	Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff	0 8
	<u> </u>
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	8 3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the full-time staff (35 hours or more per week)	3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	8 3 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	8 3 d term contact staff by hours worked per week. 4 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	8 3 d term contact staff by hours worked per week. 4 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	8 3 d term contact staff by hours worked per week. 4 0 0 0 taff Typical Shift Patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) Typically there would be 3 - 4 support workers pe
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	8 3 d term contact staff by hours worked per week. 4 0 0 0 taff Typical Shift Patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night)
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed staff (35 hours or more per week) No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) Typical shift patterns in operation for employed staff 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	8 3 d term contact staff by hours worked per week. 4 0 0 0 taff Typical Shift Patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) Typically there would be 3 - 4 support workers pe
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications	8 3 d term contact staff by hours worked per week. 4 0 0 taff Typical Shift Patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) Typically there would be 3 - 4 support workers pe day, with one waking night and one sleep night.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	8 3 d term contact staff by hours worked per week. 4 0 0 0 taff Typical Shift Patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) Typically there would be 3 - 4 support workers pe

l,

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

Nan	ne of Service	Oaknill

Telephone Number	01792 589594
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and	7
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	1704.19
The maximum weekly fee payable during the last financial year?	2687.02

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them. In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	garden to the rear of the building with full disabled access
Provide details of any other facilities to which the residents have access	dinning room and lounge

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

I feel that all the people we support at the service have a good quality of life and their health and wellbeing is at the for front of the care they receive

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

yes, all the clients state that they feel safe in the home this information was gathered from the quality report questionnaires that they complete

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

yes all the clients are well placed in the home

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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 | 20 31 March)

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

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

Staff Type

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

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

Filled and vacant posts

No. of staff in post 20 2 No. of posts vacant

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	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	15

Dementia	20	
Positive Behaviour Management	20	
Food Hygiene	20	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	abi specific first aid epilepsy diabetes	
Contractual Arrangements		
No. of permanent staff	20	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	2	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	19	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	19	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Denuty service manager		
Deputy service manager		
Deputy service manager Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated.		
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
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D ** D		
Positive Behaviour Management	20	
Food Hygiene	20	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid diabetes epilepsy abi	
Contractual Arrangements		
No. of permanent staff	20	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	2	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	19	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	18	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
· ·		
No. of staff in post	20	
	20 2	

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 20 Health & Safety 20 20 Equality, Diversity & Human Rights Infection, prevention & control 20 20 Manual Handling Safeguarding 20 15 Medicine management 20 Dementia 20 Positive Behaviour Management 20 Food Hygiene Please outline any additional training undertaken diabetes pertinent to this role which is not outlined above. first aid epilepsy abi Contractual Arrangements 20 No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 2 No. of Non-guaranteed hours contract (zero hours) 0 staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 19 No. of part-time staff (17-34 hours per week) 1 0 No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed staff work long day systems 08.30am-9pm at the service in this role type. You should also sleep nights would start at 12pm and retire to the include the average number of staff working in sleepnight room at 11pm and then back on the floo r at 7am complete shift at 8.30am each shift. wake night start at 9pm and finish at 8.30am Staff Qualifications 18 No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 2 No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this No type?

No

Catering staff

type?

Does your service structure include roles of this

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	Park Avenue
Telephone Number	01792 815495
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	589.00
The maximum weekly fee payable during the last financial year?	2227.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	SOP, SURVEY MONKEYS, PEOPLE WE SUPPORT MEETINGS, E VALUATIONS, RI VISITS, REVIEWS People we support meetings take place monthly at the service, th ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet t he key worker monthly and review their care and any outcomes th ey have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0

How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a smoking shed at the back of the property and a summe r house at the top of the garden with a large patio area.
Provide details of any other facilities to which the residents have access	All residents has access to the communal kitchen and house vehicle

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

а

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	Each of the residents have a choices to take part in a monthly r
have choice about their care and support, and opportunities	esident meeting. Residents have monthly reviews with their key
are made available to them.	worker and 3 monthly review with the home manager. Each of t
	he residents have input with their care plan and what activities t
	hey take part on each day. All residents are listened to if they f
	eel they have concerns or issues, these can be taken to the ma
	nager on their behalf or the resident can speak to the manager
	themselves
	Each time the Responsible Individual visits the service, all peopl
	e living at the service are offered a meeting to discuss any feed
	back they may have around the service.

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

Each of the residents are supported to look after their health, p hysically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in them.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process

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

The home has a open culture and all staff are aware of how to r eport anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them.

Our policy applies to anyone working on behalf of the organisat ion and any person supported by the organisation. It is based on our belief that every person has the right to a life free from ab use and neglect. Our primary aim is to place the health and wel fare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organis ational approach is required to safeguard and promote the welf are of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and ir respective of seniority.

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

All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved u pon once these tasks are being completed regular. 3 monthly meeting are carried out to see how

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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)

7.50

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.	Studio 3 training, COSHH, Fire Safety, Data Protection, MCA and DoLS, fluid and nutrition, recording and reporting
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	l
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
Does your service structure include roles of this type?	No
Others as we as desired as a staff	
Other supervisory staff	
Other supervisory staff Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year provided is only a sample of the training that marcan be added to 'Please outline any additional training traini	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 7 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 7 7 7

Positive Behaviour Management	7	
Food Hygiene	7	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 3 training, COSHH, Fire Safety, Data Protect ion, MCA and DoLS, fluid and nutrition, recording a nd reporting	
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	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)	7	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Control Social Care Workers providing all eat care		
Does your service structure include roles of this type?	No	
Does your service structure include roles of this	No	
Does your service structure include roles of this type?	No No	
Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this		
Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type?		
Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this	No	
Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type?	No	
Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	No No	

Service Profile

Service Details

Name of Service	Pen Bryn
Telephone Number	01443858260
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none.

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1577.62
The maximum weekly fee payable during the last financial year?	2084.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	people we support meeting, posters/leaflets, meetings with manag er, care team reviews. Statement of Purpose/Quality report. People we support meetings take place monthly at the service, th ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
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	smoking area at rear of the property and garden area on upper le vel, front access to the property.

Provide details of any other facilities to which the residents have kitchenette, which is currently used for meetings with care teams and as a games room/kitchen facility. access house vehcile

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

 $\hbox{CIW have published $\underline{\tt guidance}$ on completing the quality of care review which provides advice on what could be contained } \\$ within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Individuals are supported and involved in their care and treatm ent reviews with care teams/home manager where goals are dis cussed and what they would like to achieve/work towards their independence and future. 1:1 support from keyworkers and 6 month person-centered reviews are prepared with the person, where possible. Discuss what is working/not working, what is important to the person now and in the future. people we support monthly meeting records evidence what is discussed, what the person would like to achieve in the upcoming month, day trips/holidays/new activities etc. An individual has recently moved on from residential support to a supportive living placement. Step down placement. This was arranged from the person discussing their wishes to move on to their own independent flat with the home manager, MDT/best in terest discussion with their social worker and support from local authority. The person moved into a supportive living flat in March 2023.
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.	Some of the current individuals at the service request that staff support them to organise health care appointments, attend revi ews and meeting's with care teams with support. One individual tends to choose to attend appointment independently. one individual at the service who has diabetes is supported by trained s taff to help them to make wise decisions regarding their diet to promote good well-being. Supplied with easy read materials and online videos. Purchased diabetic cook books etc.
The extent to which people feel safe and protected from abuse and neglect.	encourage an open culture for the people supported to feel that they can raise any concerns at anytime. Posters and easy read material on notice boards. People we support meeting's, safe guarding concerns are included in the agenda. People supported have a good working relationship with their keyworkers and home manager where they are provided with 1:1 talk time and opportunity to discuss any concerns they may have.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	supported one individual to move on from residential support to a supportive living flat. some individuals currently at the service are hoping to move on from residential support in the near futur e, some people supported feel that Penbryn is their forever ho me. three individuals at the service are informal in the community, a ccess freely and participate in activities independently or choic

e to have staff support.

bedrooms are decorated to individual style and choice. Individu als have been supported to purchase furniture and decoration

of their choice to personalise their bedrooms.

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

Number of posts and staff turnover

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

10

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

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

Staff Type

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

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
pertinent to this role which is not outlined above.	mandatory training such as emergency first at work , studio III. service specific training, such as diabetes, mental h ealth, learning disability, etc. personal developmental training such as lead to su cceed programme, certificate of professional practice in intro to autism, MCD and Dol's level 2 and 3 w ith the local health board.

Contractual Arrangements

No. of permanent staff	1

	I	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	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.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
٠		

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Description to the first transfer of the fir	
Does your service structure include roles of this type? Senior social care workers providing direct care	No
	No No
type? Senior social care workers providing direct care Does your service structure include roles of this	
Senior social care workers providing direct care Does your service structure include roles of this type?	
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the pos	No
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Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spectated, the information added should be the positive of the positive o	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relevations provided is only a sample of the training that materials.	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 10 0 ar for this role type.
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate speciated, the information added should be the positive of the training undertaken during the last financial years of the training that may can be added to 'Please outline any additional to not outlined above'.	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 10 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 10 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction	Yes Pecifically to this role type only. Unless otherwise edition as of the 31st March of the last financial year. 10 0 Par for this role type. Pant training. The list of training categories as have been undertaken. Any training not listed training undertaken pertinent for this role which is
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the post stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 10 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 10 10 10
Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate speciated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional in not outlined above'.	Yes Pecifically to this role type only. Unless otherwise edition as of the 31st March of the last financial year. 10 0 Par for this role type. Pant training. The list of training categories as have been undertaken. Any training not listed training undertaken pertinent for this role which is 10 10 10 10 10

Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mandatory training includes first aid and studio III. specific service training to support clinical needs-i.e . diabetes, schizophrenia/psychosis, personality dis order, mental health and learning disability training, personal care etc.
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	average is two staff on long days i.e 8.30am-9pm a nd 10am-11pm. wake night 9pm-8.30am and a slee p night 11-7am,finishing shift at 10am the following day. minimum of 2 staff on shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Name of Service	Princes Court
Telephone Number	02920496050
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1722
The maximum weekly fee payable during the last financial year?	2571

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?	People we support meetings take place monthly at the service, the ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	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	Rear of the garden has seating facilities and small space for recre ational activities.
Provide details of any other facilities to which the residents have access	The people living at the service are encouraged to access opport unities within the local community

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w

Do staff listen to your views and respect your rights? Please ex plain

PWS – 1 Yes they talk to me.

PWS 2 – Yes they very good to me. They listen and help me.

PWS 3 – Yes the staff are extremely fabulous. They help me wit h lots of things.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed belo w:

Do you feel you have a good quality of life? Please explain

PWS 1 - I'd like a bottle of beer.

PWS 2 – Yes I feel very good with my life.

PWS 3 – Yes 110% fabulous. Because the staff help me.

Are you receiving "just enough support" (e.g. the amount of su pport is right for you and staff are not doing too much for you o r too little)

PWS 1 - Yes I can now call the takeaway myself.

PWS 2 – Yes enough support. Staff are lovely.

PWS 3 – Yes, getting the right amount of support.

Are you able to further your skills, education and employment if you want to?

you want to? PWS 1 – Yes.

PWS 2 - Yes staff help me and advise me what to do.

PWS 3 - Not interested.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Our most recent semi-annual survey responses are listed below

Do you feel safe in your home, if not why not?

PWS 1 - Yes.

PWS 2 - Yes.

PWS 3 – Yes 110%

Do staff treat you with compassion, kindness, dignity & respect ? Please explain

PWS 1 – Yes they always take me out.

PWS 2 - Yes so lovely to me.

PWS 3 – Yes 110%. The staff are always respectful.

Are the Staff and management approachable, friendly and ope n? Please explain

PWS 1 – Yes they sit down and speak to me.

PWS 2 – Definitely. They have ways to make me better.

PWS 3 - Yes indeed. I can tell staff if there is a problem.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

Our most recent semi-annual survey responses are listed belo w:

Is your home homely, clean, hygienic and well maintained? Plea se explain

PWS 1 – Yes but my bedroom needs a double bed and new ru g.

PWS 2 – Yes it feels like a home.

PWS 3 – Yes. I'm helped to hoover and clean shower.

Do you feel that you receive a high quality service? PWS 1 – Yes.

PWS 2 – Yes everything is working and everyone is happy.

PWS 3 - Yes.

Positive stories/achievements from people we support

- Princes Court is almost at capacity, which hasn't been the cas e in a number of years. The newest person to the service unde rwent a successful transition period.
- Two individuals we support attended Cardiff Christmas market with staff, which went really well.
- One PWS had a successful independent trip in the UK, as well as visiting family in another country for the first time in a while.
- Princes Court hosted a Jubilee BBQ Party in early June. Staff came in on their day off to attend, and some family also attende d. It was a very nice day and went really well.
- Incidents at the service continue to be low, with staff providing effective and proactive support.
- The house has undergone major works, looking more homely and modern. All works continue to be planned and should be c ompleted by Summer 23.
- Feedback from care teams regarding all people we support is always positive, with psychiatrists and CPN's passing on compliments about the service, staff and management.

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

Number of posts and staff turnover

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

10

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

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

Staff Type

Service Manager

Does your service structure include roles of this

Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.		
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
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	

Does your service structure include roles of this	Yes
type?	100
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any be added to 'Plea	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
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.	- The organisation has a mandatory training plats m which all staff are required to completed (Cours - AWIF Workbook, COSHH, Data Protection, Edality and Diversity, Fire Safety, First Aid eLearning Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Lel 2, Record writing). - The service then develops a service specific traing needs assessment for additional courses requed
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

	
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook relevent provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	
<u> </u>	1
	1
Safeguarding	
Safeguarding	1
Safeguarding Medicine management Dementia	1
Safeguarding Medicine management Dementia Positive Behaviour Management	1 1 1
Safeguarding Medicine management	1 1 1 1
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 1 1 1 - The organisation has a mandatory training platf m which all staff are required to completed (Cours s - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearnin Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Let el 2, Record writing). - The service then develops a service specific traing needs assessment for additional courses requ
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 1 1 1 - The organisation has a mandatory training plat m which all staff are required to completed (Cour s - AWIF Workbook, COSHH, Data Protection, Edality and Diversity, Fire Safety, First Aid eLearnin Fluid and Nutrition, Food Safety L2, Health and Sety, Infection Control, MCA and DoLs, Medication wareness, Moving and Handling, Safeguarding Lel 2, Record writing). - The service then develops a service specific trang needs assessment for additional courses required.

No. of Fired Assessment Co. 1, 1, 2		
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
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.	09:00 - 20:00 08:00 - 23:00 & sleep in 09:00 - 16:30	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	5	
No. of posts vacant	2	
Training undertaken during the last financial yea	r 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	
Induction Health & Safety	5	
Health & Safety		
Health & Safety	5	
Health & Safety Equality, Diversity & Human Rights	5	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	5 5 5	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	5 5 5 5	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	5 5 5 5 5	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	5 5 5 5 5 5	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	5 5 5 5 5 5 5	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
Contractual Arrangements		
No. of permanent staff	5	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5	
No. of part-time staff (17-34 hours per week)	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. 09:00 - 16:30 09:00 - 20:00 08:00 - 23:00 & sleep in		
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	0	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Profile Service Details Name of Service Rose Cottage

Telephone Number	01269826519
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1452.89
The maximum weekly fee payable during the last financial year?	2050.71

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality reports completed in June and December Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service SOP, SUG, SURVEYS, QUESTIONAIRRES, REVIEW MEETINGS, 1:1 WITH KEYWORKERS.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden to the rear of the service. Locked gates on either side, with panel fencing around the garden. Seating area with picnic benches and a vegetable patch.
Provide details of any other facilities to which the residents have access	Sensory room in downstairs area of the service. vehicle

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	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, individual's own form of sign along

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

 $\hbox{CIW have published } \underline{\hbox{guidance}} \hbox{ on completing the quality of care review which provides advice on what could be contained} \\$ within the statement of compliance.

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Individuals at Rose Cottage are non-verbal, but are able to mak e choices in various areas such as food and weekly menus, clot hing that they wish to wear and their choice of activity. Staff will work with the people that we support to allocate suitable activiti es, using their training to communicate with the individuals. Sup port plans are reviewed by keyworkers on a monthly basis, ens uring the highest and most suitable care is provided. Reviews are held with care teams, each person has an advocat e and family members who will support them to be heard
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Individuals at Rose Cottage are supported to attend regular me dical reviews. Will work with the local GP over any health issues and also supported by the accomplish clinical team when there are changes in behaviours or health issues. People are encouraged to have annual health checks, medicati on reviews and we promote healthy eating at the home
The extent to which people feel safe and protected from abuse and neglect.	Staff all receive annual safeguarding training and are aware of how to report any potential safeguarding concerns. This can be done internally and externally, staff aware that CIW or NPTC Sa feguarding can also be contacted. Quality reports completed bi -annually, with staff and external parties feel that the service pr ovides a safe and protected environment for the people that we support.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Individuals have resided within the service for 22 years. Over the years, the service has been adapted to suit their individual needs and to provide a safe environment. Goals are reviewed monthly, and are set as achievable goals for the individual. Staff encourage and support individuals to achieve these, as well as communicating with families for feedback when setting goals. Bedrooms are personalised and the people have a choice in decor/ furnishings and are surrounded by personal possessions

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at | 12 31 March)

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

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

Staff Type

Service Manager

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

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

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training t	ant training. The list of training categories
Induction	0
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.	Active support, total communication
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Working 35hrs per week, spread over 3 long day Senior would work shifts whenever possible wher manager/deputy would be away.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	T
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that macan be added to 'Please outline any additional training outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active support, total communication
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift patterns include long days, wake nights and eep in support. Day shifts would have 2.5-3 staff orking, depending on the needs of the service fo hat day. Night hours, 1 wake night and 1 sleep in
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social	10

No. of staff working towards the required/recommended qualification	0	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Care workers	
Filled and vacant posts		
No. of staff in post	11	
No. of posts vacant	0	
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	11	
Equality, Diversity & Human Rights	a a	
	11	
Infection, prevention & control	11	
Infection, prevention & control Manual Handling	11 11	
Infection, prevention & control Manual Handling Safeguarding	11 11 11	
Infection, prevention & control Manual Handling Safeguarding Medicine management	11 11 11 11	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	11 11 11 11 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	11 11 11 11 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	11 11 11 11 0	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	11 11 11 11 0 11 11	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	11 11 11 11 0 11 11	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	11 11 11 11 0 11 11 Active support, total communication	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	11 11 11 11 0 11 11 Active support, total communication	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	11 11 11 11 0 11 11 Active support, total communication	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	11 11 11 11 0 11 11 Active support, total communication	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	11 11 11 11 0 11 11 11 Active support, total communication	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	11 11 11 11 0 11 11 11 Active support, total communication	
Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	11 11 11 11 11 0 11 11 11 Active support, total communication 10 0 0 1 1 0 0 therefore the contact staff by hours worked per week.	

Staff Qualifications	
11	
0	

Service Profile

Service Details

Name of Service	Rosewood
Telephone Number	01639830831
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	36204
The maximum weekly fee payable during the last financial year?	40174

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?	People we support meetings take place monthly at the service, th ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation sprocess and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	enclosed back garden, with patio area and decking area
Provide details of any other facilities to which the residents have access	house vehicle

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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff

people we support meetings keyworker meetings vocational planers quality questionnaires objects of reference, pictures reviews The extent to which people are happy and supported to Our aim is to promote health and well-being by ensuring people maintain their ongoing health, development and overall are encouraged to schedule and attend regular health reviews, wellbeing. For children, this will also include intellectual, social whilst also providing provision of nutritious, varied, balanced an and behavioural development. d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, thi s is regularly reviewed to encourage development of independe nce. We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is th e baseline of where our service will start independently promoti ng this process. Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage peopl e we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes. Each service recognise the importance of people participating i n daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally. annual health reviews input from clinical team support to attend appointments At accomplish, the Safeguarding & Participation Director is the The extent to which people feel safe and protected from abuse and neglect. strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work. yes, the People we support state that they feel safe in the hom e this information was gathered from the quality report question naires that they complete easy read documents available staff who know people well and can pick up on any changes in The extent to which people live in accommodation that best the environment is guiet and calm. it has a homely feel. supports their wellbeing and achievement of their personal We believe that our services should provide a clean, tidy, hygie outcomes. nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl

es.

y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish

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

Number of posts and staff turnover

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

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

15

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

Staff Type

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

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	MCA and Dols Active support epilepsy diabetes, insulin person centred care legionella positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we su pport fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
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	Yes
type?	
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
maaadon	"

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.	Safeguarding MCA and Dols Active support epilepsy diabetes, insulin person centred care positive behaviour support autism awareness first aid basic life support manual handling communication total communication understanding the perspective of the people we s pport fire awareness GDPR Advanced Learning Disabilities Oral Health professional boundaries positive culture	
Contractual Arrangements		
3		
No. of permanent staff	1	
	1 0	
No. of permanent staff		
No. of permanent staff No. of Fixed term contracted staff	0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0 term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	0 0 0 0 term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 term contact staff by hours worked per week.	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 0 0 0 d term contact staff by hours worked per week. 1 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 0 0 0 term contact staff by hours worked per week. 1 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0 0 0 0 term contact staff by hours worked per week. 1 0 0	
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this	0 0 0 0 d term contact staff by hours worked per week. 1 0 0 0	

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	8
Equality, Diversity & Human Rights	7
Infection, prevention & control	4
Manual Handling	9
Safeguarding	12
Medicine management	7
Dementia	0
Positive Behaviour Management	11
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	5
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed s	staff

Set out the typical shift patterns of staff employed Early - 7am-7.30pm 1 hour unpaid break Long day - 8.30am to 9.00pm 1 hour unpaid break at the service in this role type. You should also include the average number of staff working in Long day sleep 10.30am to 11pm 1 hour unpaid br each shift. eak + 1 sleep night (11pm-7am) Wake night 9.00pm to 8.30am 4 day staff 1x Early, 2x Long days, 1x long day slee p, 1x wake night Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker 3 No. of staff working towards the required/recommended qualification Domestic staff No Does your service structure include roles of this Catering staff Does your service structure include roles of this No type? Other types of staff Does your service structure include any additional No role types other than those already listed?

Service Profile

Service Details

Name of Service

Telephone Number	01792849259
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels

Taith Cartref

h language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

The minimum weekly fee payable during the last financial year?	1827
The maximum weekly fee payable during the last financial year?	4355

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?	People we support meetings take place monthly at the service, th ese are typically chaired by a designated staff member or a memb er of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their ca re plans and any outcomes they have achieved or new ones to se t. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encoura ge our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	13
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	13
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	Taith Cartref has a large enclosed garden, which consists of a pat io area with seating, then steps down to a garden area, which is n ot suitable for those with poor mobility.
Provide details of any other facilities to which the residents have access	Shared therapy room with Pool table, shared kitchen.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they Prior to admission, our service users are provided with a broch have choice about their care and support, and opportunities ure, the Service User Guide as well as the opportunity to visit th are made available to them. e service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do f or', improving the persons independence and ultimately giving t hem a sense of self-worth, control, and structure around their li ves. Our aim is always to do the best for the person and encour age them to have a voice, our keyworker meetings are paramo unt to this process and residents are supported to achieve goal s as well as to set new ones. All efforts are made by our employees to identify opportunities i n the local community for the people we support. We feel it is im perative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our re sidents to speak up should there be anything that they'd like to say regarding any aspect of their care. The extent to which people are happy and supported to We promote positive health and well-being by ensuring our peo maintain their ongoing health, development and overall ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the h wellbeing. For children, this will also include intellectual, social and behavioural development. ome. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs a nd capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives - which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-admi nistration of medication is required for all people we support, w hich is reviewed periodically and a bespoke process - progress ing based on current and attainable skill level. We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally. The extent to which people feel safe and protected from abuse Our Safeguarding policy applies to anyone working on behalf of and neglect. the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decor ate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

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

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

Staff Type

5	Service Manager	
D ty	loes your service structure include roles of this ype?	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 Acquired Brain Injury pertinent to this role which is not outlined above. Active Support **Autism Awareness** Dysphagia/choking Emergency First Aid at Work (EFAW) **Epilepsy** Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory **PBM Practical** PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport **Duty of Candour** Falls prevention and Management Hoarding and Cluttering **GDPR** Oral Health **Understanding Consent** DoLS **Professional Boundaries** Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management **Contractual Arrangements** No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this Yes Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
nduction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
nfection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
pertinent to this role which is not outlined above.	Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contraction / In any contract	
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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	1
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	2
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevations provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional training displacements.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set out the number of staff who undertook relevations to the provided is only a sample of the training that may can be added to 'Please outline any additional training that may additional training that may be added to 'Please outline any additional training that may be added to 'P	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train to outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posential of the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional train to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posentated, the posentated information added should be the posentated, the posentated should be the posentated, the information added should be the posentated, the posentated should be the posentated s	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may set outline any additional training trainin	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 4 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury
	Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management
	-
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff	
	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 0
No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	0 0 0 term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 term contact staff by hours worked per week. 1 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 term contact staff by hours worked per week. 1 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 term contact staff by hours worked per week. 1 0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	0 0 0 0 term contact staff by hours worked per week. 1 0 0 0 Staff Typical shift patterns at service would: 08:30-21:00 21:00-08:30 07:00-19:30 11:30-00:00
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	0 0 0 0 term contact staff by hours worked per week. 1 0 0 Typical shift patterns at service would: 08:30-21:00 21:00-08:30 07:00-19:30 11:30-00:00 Senior was typically present on night shifts, suppose
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the fixed to t	0 0 0 0 term contact staff by hours worked per week. 1 0 0 Typical shift patterns at service would: 08:30-21:00 21:00-08:30 07:00-19:30 11:30-00:00 Senior was typically present on night shifts, support

l,

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	35	
No. of posts vacant	5	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
nduction	22	
Health & Safety	22	
Equality, Diversity & Human Rights	22	
nfection, prevention & control	22	
Manual Handling	22	
Safeguarding	22	
Medicine management	22	
Dementia	22	
Positive Behaviour Management	22	
Food Hygiene	22	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management	

	T
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	13
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns are: 08:30-21:00 21:00-08:30 07:00-19:30 11:30-00:00 Typically 9 support workers by day and 5 by nigh
Staff Qualifications	
Stail Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the	17
required/recommended qualification	
required/recommended qualification Domestic staff	
Domestic staff Does your service structure include roles of this	Yes
Donestic staff Does your service structure include roles of this ype? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position of the posit	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive. Filled and vacant posts	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional trant outlined above'.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcription. Induction	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that May and the staff who undertook relevance to the staff who under	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of the posit	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that the control of the staff who undertook relevations and the staff who undertook relevations are staff who undertook relevations and the staff who undertook relevations are staff who undertook relevations and the staff who undertook relevations are staff who undertook relevations.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 If for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1
Donestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevations to the provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training training training training training training training trainin	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 0 In for this role type. In training. The list of training categories y have been undertaken. Any training not listed aning undertaken pertinent for this role which is 1 1 1 1 1

	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries
	Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management
Contractual Arrangements	Sharps awareness Understanding urinary incontinence.
Contractual Arrangements No. of permanent staff	Sharps awareness Understanding urinary incontinence.
•	Sharps awareness Understanding urinary incontinence. Wound Care Management
No. of permanent staff	Sharps awareness Understanding urinary incontinence. Wound Care Management
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0 0 det term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0 0 text term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0 0 determ contact staff by hours worked per week. 0 1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0 0 determ contact staff by hours worked per week. 0 1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0 0 determ contact staff by hours worked per week. 0 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	Sharps awareness Understanding urinary incontinence. Wound Care Management 1 0 0 0 0 1 1 0 1 0 1 0 1 0 1 0 1 0 1

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

Service Profile

Service Details

Name of Service	The Haven
Telephone Number	01437 808580
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

	_
How many people in total did the service provide care and	13
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	1725
The maximum weekly fee payable during the last financial year?	3925

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	1
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?	regular reviews

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	the haven has a large garden which is off road secure

Provide details of any other facilities to which the residents have	no
access	

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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)

37

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

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

Staff Type

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

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

0

No. of posts vacant

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 2 Health & Safety 2 Equality, Diversity & Human Rights Infection, prevention & control 2 2 Manual Handling Safeguarding 2 Medicine management 2 0 Dementia 2 Positive Behaviour Management 2 Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 2 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this No type? Registered nurses Does your service structure include roles of this type?

Senior social care workers providing direct care

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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safetv	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
	1
Positive Behaviour Management Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	shift leading
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	8.30-9pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
Filled and vacant posts	
No. of staff in post	32
No. of posts vacant	3
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories
Induction	30
Health & Safety	30
Equality, Diversity & Human Rights	30
Infection, prevention & control	30
Manual Handling	30
Safeguarding	30
Medicine management	30
Dementia	0
Positive Behaviour Management	30
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	35
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	33
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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8.30-9pm 9pm-8.30am 8.3-3 3-9pm
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20

No. of staff working towards the required/recommended qualification	12	
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	The Paddocks
	-
Telephone Number	01792818066
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	600.00
The maximum weekly fee payable during the last financial year?	2532.93

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

PWS meetings, poster, leaflets, meetings with our Manager, care t eam reviews, SOP and Quality Reports, independant advocates a nd family input is encouraged too to support the people to be hea rd. People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each p erson also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes t hey have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
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	we have a garden at the front which is paved and a private back g arden , smoking area
Provide details of any other facilities to which the residents have access	laundry room vehicle

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who uses our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around Each of the residents have a choices to take p art in a monthly resident meeting. Residents have monthly revie ws with their keyworker and 3 monthly review with the home ma nager. Each of the residents have input with their care plan and what activities they take part on each day. All residents are liste ned to if they feel they have concerns or issues, these can be t aken to the manager on their behalf or the resident can speak t o the manager themselves Individuals are supported and involv ed in their care and treatment reviews with care teams/home m anager where goals are discussed and what they would like to achieve/work towards their independence and future, their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this pr ocess.

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.

Each of the residents are supported to look after their health, p hysically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look in to activities the people enjoy so that they want to take part in them. Some of the current individuals at the service request that staff support them to organise health care appointments, attend reviews and meeting's with care teams with support. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

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

The home has a open culture and all staff are aware of how to r eport anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns a t anytime. Posters and easy read material on notice boards. Pe ople we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relations hip with their keyworkers and home manager where they are pr ovided with 1:1 talk time and opportunity to discuss any concerns they may have.

It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the he alth and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of ab use and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services.

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

All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved u pon once these tasks are being completed regular. 3 monthly meeting are carried out to see how this is going and if any chan ges required. We supported one individual to move on from res idential support to a supportive living flat, whilst others supported feel that Paddocks is their forever home.

People are supported in the community, where required, and p articipate in activities independently or choose to have staff support.

bedrooms are decorated to individual style and choice. Individu als have been supported to purchase furniture and decoration of their choice to personalise their bedrooms.

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)

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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		
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.		
9		
5		
No. of posts vacant 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'.		
2		
9		
9		
9		
9		
9		
9		
0		
9		
9		
Contractual Arrangements		
9		
0		
0		
1		
0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
8		
1		
0		
1		

qualification to be registered with Social Care Wales as a Service Manager	
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	ant training. The list of training categories
Induction	3
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The Deputy received Quality workshop training, has completed level3 QCF, and is enrolled on level 4 Safeguarding level 3. GDPR Advanced
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0

qualification to be registered with Social Care Wales as a Service Manager		
Other supervisory staff		
Does your service structure include roles of this	Yes	
type?		
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	3	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	3	
Health & Safety	3	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	3	
Manual Handling	3	
Safeguarding	3	
Medicine management	3	
Dementia	0	
Positive Behaviour Management	3	
Food Hygiene	3	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	safeguarding level 2 3 staff have QCF level 2 1 staff enrolled to finish level 3	
Contractual Arrangements		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	ed 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 social care worker	3	
No. of staff working towards the required/recommended qualification	3	

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?	No

Service Profile

Service Details

Name of Service	The Willows
Telephone Number	01639 633496
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

	_
How many people in total did the service provide care and	7
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	1181.95
The maximum weekly fee payable during the last financial year?	1918.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, the ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	REAR ENCLOSED GARDEN
Provide details of any other facilities to which the residents have access	vehicle available

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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.

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es

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

Number of posts and staff turnover

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

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

13

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.	HR training, ligature training, mental health

Contractual Arrangements

П		
l	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
not outlined above'.	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	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.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	
	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	

1
0
Yes
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
1
0
y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
1
1
1
1
1
1
1
1
1
1
0
0
0
0
d term contact staff by hours worked per week.
1
0
0

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
No of staff in post	1
No. of staff in post No. of posts vacant	0
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transcription of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1 1 1 0 0 0
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	T
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8.00 am -20.30pm 3 days a week 1 every shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	11
No. of staff in post No. of posts vacant Training undertaken during the last financial year	0
No. of posts vacant	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5 5 5 5 5 5 5
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5 5 5 5 5 5 5
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5 5 5 5 5 5 5 5
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5 5 5 5 5 5 5
Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5 5 5 5 5 5 5 5
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Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 5 5 5 5 5 5 5 5 6 7 7 7 8 9 0

Outline below the number of permanent and fixe	u term contact stall 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)	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.	8.00am -20.30pm 3 or 4 days a week 8.30pm-8am wake night. 11.00ppm-8am sleep shift. 3 per day shift. 1 wake night 1 sleep night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Thompson Court
Telephone Number	02920227470
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	1977
The maximum weekly fee payable during the last financial year?	2032

Complaints

What was the total number of formal complaints made during the last financial year? Number of active complaints outstanding Number of complaints upheld Number of complaints partially upheld	0 0 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?	People we support meetings take place monthly at the service, the ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisations process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear of the garden has seating facilities and space for recreation al activities.
Provide details of any other facilities to which the residents have access	The service is able to access a vehicle from a neighbouring servic e if required.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed belo w:

Do staff in the home listen to your views and respect your rights ? Please explain Yes always

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

Our most recent semi-annual survey responses are listed belo w;

Are you receiving "just enough support" (e.g., the amount of support is right for you and staff are not doing too much for you or too little)?

Yes - from all staff

Are you able to further your skills & education if you want to? Yes I have class

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

Our most recent semi-annual survey responses are listed belo w;

Do you feel safe in the home, if not why? Yes

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor. and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

Our most recent semi-annual survey responses are listed belo

Do you feel you've got a good quality of life? Yes

Do staff treat you with compassion, kindness, dignity, and resp ect? Please explain Yes

Positive stories/person's achievements

- PWS has begun his second year of adult learning classes.
- PWS has prospered in their volunteer job with goals to achiev e paid work.
- PWS continues to have positive interaction with their family.
- · PWS continues to engage in daily living skills
- PWS are building positive social relationships within the home and the community.
- PWS taking part in competitions.
- PWS hosting social activities for own home and others.
- PWS overcoming challenges to develop independence.
- PWS actively planning in a forward-thinking manner.
- · PWS advocating for their own preferences.

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

Number of posts and staff turnover

The 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 n

Staff Type

d should relate to the period during which the staff member has been working for the provider only.		
Service Manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate 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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
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)	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)

staff

	· · · · · · · · · · · · · · · · · · ·	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification 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	
provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	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.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
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	

No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? No. of staff working toward required/recommended qualification to be registered with Social Care No. of staff working toward required/recommended of the staff of the supervisory staff of the supervisor			
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? 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 No.			
No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this No			
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Nursing care staff Does your service structure include roles of this type? Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this No			
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Registered nurses Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this No			
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this No			
Senior social care workers providing direct care Does your service structure include roles of this No	Registered nurses		
Does your service structure include roles of this No			
	Senior social care workers providing direct care		
<u>L</u>			
Other social care workers providing direct care			
Does your service structure include roles of this type? Yes			
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post 7			
No. of posts vacant 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 7			
Equality, Diversity & Human Rights 7			
Infection, prevention & control 7			
Manual Handling 7			
Safeguarding 7			
Medicine management 7			

Dementia	7	
Positive Behaviour Management	7	
Food Hygiene	7	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- The organisation has a mandatory training platfor m which all staff are required to completed (Course s - AWIF Workbook, COSHH, Data Protection, Equ ality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Saf ety, Infection Control, MCA and DoLs, Medication A wareness, Moving and Handling, Safeguarding Lev el 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required	
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	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)	6	
No. of part-time staff (17-34 hours per week)	1	
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.	08:30 - 21:00 09:00 - 23:00 & Sleep in shift	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7	
No. of staff working towards the required/recommended qualification	0	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Details

Name of Service	Treeside
Telephone Number	01792 310756
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

Fees Charged

The minimum weekly fee payable during the last financial year?	8267.17
The maximum weekly fee payable during the last financial year?	8267.17

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?	SUG, SURVEY MONKEYS, PEOPLE WE SUPPORT MEETINGS, A DVOCACY WITH FAMILY INPUT People we support meetings take place monthly at the service, th ese are chaired by a member of the team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achie ved or set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Private enclosed FRONT AND BACK GARDEN
Provide details of any other facilities to which the residents have access	HOT TUB, vehicle

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS) Yes	
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	PERSONS OWN COMMUNICATION METHOD, OBJECTS OF REFERENCE

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Although the individual is non-verbal and limited to making decisions regarding their care, support plan is tailored to the specific needs of the individual. Staff encourage and promote choice wherever possible, such as in areas regarding clothing and food preference. Activities are tailored to the interest of the individual. Bi-annual quality reports are carried out, with external parties being given an opportunity to voice any concerns regarding the care provided.
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.	Individual at the service is supported to attend all medical appointments. Requires full support to arrange and attend. Daily records are kept, which would detail daily activities and general well being. Health appointment records also written and kept at the service. Staff will work with an individual with regards to development, and promote independence whenever possible. Staff work with the person to promote healthy eating. Staff will safely administer medication as prescribed.
The extent to which people feel safe and protected from abuse and neglect.	All staff have received safeguarding training, aware of signs of all types of abuse. Promote a transparent and open culture with in the service. Staff are aware of whistleblowing policy and how to make a complaint, as well as external bodies that could be contacted. Provider visits carried out frequently, observing the culture within the service and how support is provided.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Single occupancy most suitable accommodation for individual. Staff will frequently liaise with external bodies to ensure achieve ment of personal goals and agreed goals are met. We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the peopl e we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture. The home is service user friendly

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

Number of posts and staff turnover

Staff Qualifications

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 entere

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional training that outlined above'.	ant training. The list of training categories
Induction	0
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.	Total communication, active support
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1

	1
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
Ţ.	
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional training that above'.	ant training. The list of training categories
Induction	0
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.	Total communication, active support
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0

qualification to be registered with Social Care Wales as a Service Manager	
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	
Induction	0
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.	Total communication, active support
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that material can be added to 'Please outline any additional transformation outlined above'.	
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.	Active support, total communication
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff

Set out the typical shift patterns of staff employed 1 staff member working 35hrs per week, 3x11.5hr d ays, working alongside support workers and shift le at the service in this role type. You should also aders providing support and supervising fellow staff include the average number of staff working in . Senior would carry out supervisions, ensure functi each shift. onal roles are in place and required checks are car ried out. Ensure that staff attend training. Assist wit h completing rotas, ensuring correct number of staf f are on each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts No. of staff in post 12 0 No. of posts vacant 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 Health & Safety 10 Equality, Diversity & Human Rights 10 10 Infection, prevention & control 10 Manual Handling 10 Safeguarding Medicine management 10 Dementia 0 Positive Behaviour Management 10 0 Food Hygiene Please outline any additional training undertaken Total communication, active support, first aid trainin pertinent to this role which is not outlined above. g. Contractual Arrangements No. of permanent staff 10 0 No. of Fixed term contracted staff No. of volunteers 0 No. of Agency/Bank staff 1 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 10

No of part time staff (17.24 hours par usal)	To	
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0	
140. Of part-time staff (10 flours of under per week)	10	
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.	During day hours, support provided by 3 staff mem bers. Depending on contracted hours, shift pattern s would be 3-4 x 11.5hr shifts. During night hours, 2 wake night staff on shift, with a sleep night person in place following a long day shift.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10	
No. of staff working towards the required/recommended qualification	0	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. Filled and vacant posts		
No. of staff in post	12	
No. of posts vacant	0	
	,	
Induction	0	
Health & Safety	12	
Equality, Diversity & Human Rights	12	
Infection, prevention & control	12	
Manual Handling	12	
Safeguarding	12	
Medicine management	10	
Dementia Positiva Pahaviaus Managamant	0	
Positive Behaviour Management	12	
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	Total communication training, active support, first a	
Contractual Arrangements	1	
No. of permanent staff	11	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
140. OF VOIGHTOOFS	1	

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)	11	
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	12	
No. of staff working toward required/recommended qualification	0	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Support (Care) worker - supporting a vulnerable ad ult with daily activities. Encouraging and promoting i ndependence whenever possible. Personal care an d food preparation support.	
Filled and vacant posts		
No. of staff in post	12	
No. of posts vacant	0	
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	7	
Health & Safety	12	
Equality, Diversity & Human Rights	12	
Infection, prevention & control	12	
Manual Handling	12	
Safeguarding	12	
Medicine management	10	
Dementia 0		
Positive Behaviour Management	12	
Food Hygiene	12	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Active support, total communication, first aid	
Contractual Arrangements		
No. of permanent staff	11	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	1	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		

No. of full-time staff (35 hours or more per week)	11
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	12
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Trevelyan
Telephone Number	01267236401
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	There is one person we support that can communicate in Wels h.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
Table and an analysis of the same and the sa	

Fees Charged

The minimum weekly fee payable during the last financial year?	1455.00
The maximum weekly fee payable during the last financial year?	1839.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting to discuss any feedback they may have around the service.

Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.

All people living at the service are made aware of the organisation s process and policies around the complaints procedure during m eetings and when moving into the service, should they feel the ne ed to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	All residents have access to the front and rear gardens
Provide details of any other facilities to which the residents have access	All residents have access to the house vehicle for appointments

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of t he residents have input with their care plan and what activates t hey take part on each day. All residents are listened to if they f eel they have concerns or issues, these can be taken to the ma nager on their behalf or the resident can speak to the manager themselves. Individuals are supported and involved in their car e and treatment reviews with care teams/home manager where goals are discussed and what they would like to achieve/work t owards their independence and future.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process

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

The home has a open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them. encourage an open culture for the people supported to feel that they can raise any concerns a tanytime. Posters and easy read material on notice boards. Pe ople we support meeting's, safeguarding concerns are included in the agenda. People supported have a good working relations hip with their keyworkers and home manager where they are provided with 1:1 talk time and opportunity to discuss any concerns they may have

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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

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		
i ilieu anu vacani posis		
No. of staff in post	1	
No. of posts vacant	0	
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.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substanc e Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.	
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	
	1	

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	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.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substance Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	

Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	Record writing, Active Support, COSHH, First Aid, ire Awareness, Diabetes, Nutrition, Communicatior Dysphagia, Key Worker, UPPWS, GDPR, Substance Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mentahealth, Learning Difficulties.	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	

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 shifts for this role is 3 x Long Days, which total up to the 35 hour contract. This shift pattern can be over the weekends and on bank holidays.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	1	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	7	
No. of posts vacant	1	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	3	
Health & Safety	8	
Equality, Diversity & Human Rights	9	
Infection, prevention & control	4	
Manual Handling	6	
Safeguarding	6	
Medicine management	4	
Dementia	0	
Positive Behaviour Management	6	
Food Hygiene	6	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Record writing, Active Support, COSHH, First Aid, Fire Awareness, Diabetes, Nutrition, Communication, Dysphagia, Key Worker, UPPWS, GDPR, Substanc e Use, Positive Culture, Recovery Star, Self Harm, Epilepsy, Food Safety, DOLS/MCA, Covid, Autism, Personality Disorder, Person Centred Care, Mental health, Learning Difficulties.	
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	4	
No. of Non-guaranteed hours contract (zero hours) staff	4	

Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
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.	All shifts are long days (8.30 - 21.00) There is an lour break for staff during this shift. There are also wakeful night shifts (21.00 - 8.30) These shifts can also be throughout the weekends and bank holidays.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Telephone Number	01267231589
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	some Welsh

Ty Arfryn

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	1936.00
The maximum weekly fee payable during the last financial year?	2374.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, the ese are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service. Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report. All people living at the service are made aware of the organisation s process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	Large garden area Two designated smoking areas
Provide details of any other facilities to which the residents have access	Training room/Activity room

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

we involve each of the people in the home to their own reviews and person we support meetings. they along with their key work er complete the monthly care plan and risk assessment reviews , they also take part in the 360 appraisal feedback for all staff.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.

Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping sto ne to some peoples outcomes, this is why we encourage people we support to have access to the internal online training softw are that our employees utilise, this can be adapted dependant on the persons deserved outcomes.

Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.

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

At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior lev el within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowe rment and safe human resource procedures, and which is intol erant of abuse and neglect in any form. Accomplish firmly belie ves that a whole organisational approach is required to safegu ard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises t hat safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded acros s all divisions and services provided by the organisation, and in every aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

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

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.

Staff Type

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

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.		
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Deputy service manager		
Deputy service manager Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate spe		
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
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Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posentated, the posentated in the	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1	
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Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
•		
Induction	1	

Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	
Safeguarding Medicine management	2 2
Medicine management	
Dementia Positivo Robovious Management	2
Positive Behaviour Management	2
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 08.30-9pm Night 9pm- 8.30am Average of four staff on shift each day One wake night staff member and one sleep night
	taff member.
Staff Qualifications	taff member.
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	taff member.
No. of staff who have the required qualification to be registered with Social Care Wales as a social	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	2
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	2
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	2 0 Yes
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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 4 Health & Safety 9 9 Equality, Diversity & Human Rights 9 Infection, prevention & control 9 Manual Handling Safeguarding 9 9 Medicine management 0 Dementia 9 Positive Behaviour Management 9 Food Hygiene Please outline any additional training undertaken Ligature and self harm training pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 9 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 8 0 No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week. No. of full-time staff (35 hours or more per week) 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 Day shift 08.30-9pm at the service in this role type. You should also Night 9pm- 8.30am include the average number of staff working in each shift. Four staff on shift throughout the day One wake night and one sleep night Staff Qualifications No. of staff who have the required qualification to 8 be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification Domestic staff Does your service structure include roles of this No type? Catering staff

No

Does your service structure include roles of this

type?

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

Service Profile

Service Details

Name of Service	Ty Bradwen
Telephone Number	01792 324003
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	598.99
The maximum weekly fee payable during the last financial year?	2227.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	Ty Bradwen has a large front garden with adjoining patio area at t he front of the house, at the rear of the home there is car park an d large smoking shed for the resident to us
Provide details of any other facilities to which the residents have access	The home has a large communal kitchen, laundry room, dinning r oom with communal sitting area and a larger communal sitting are a

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Each of the residents have a choices to take part in a monthly resident meeting. Residents have monthly reviews with their key worker and 3 monthly review with the home manager. Each of the residents have input with their care plan and what activates they take part on each day. All residents are listened to if they feel they have concerns or issues, these can be taken to the manager on their behalf, or the resident can speak to the manager themselves.

In our services we promote doing with the person, rather than t he model of doing for, this will improve the persons independen ce and ultimately give them a sense of self-worth, control, and s tructure around their life. Our aim is always to do the best for th e person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve

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.

Each of the residents are supported to look after their health, p hysically and mentally. Staff support each resident so that they attend an appointment they may have. Fully trained staff who will administer medication in the correct manner and will respect the wishes of the person. Staff will look into activities the people enjoy so that they want to take part in them.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process

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

The home has an open culture and all staff are aware of how to report anything to safeguarding if they feel they need too. The manager is contactable and is always able to listen to concerns that anyone may have. Staff have regular training, supervision and debriefing to support them.

Our policy applies to anyone working on behalf of the organisat ion and any person supported by the organisation. It is based on our belief that every person has the right to a life free from ab use and neglect. Our primary aim is to place the health and wel fare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organis ational approach is required to safeguard and promote the welf are of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and ir respective of seniority.

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

All the people have care plans tailored to their needs, they will set goals, that they agree on. This is recorded and improved u pon once these tasks are being completed regular. 3 monthly meeting are carried out to see how each person is doing, new goal or continuation of goals can be talked about in this meeting. We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture

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)

No. of staff in post

No. of posts vacant

12.50

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	

0

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 Infection, prevention & control 1 Manual Handling 1 1 Safeguarding 1 Medicine management 0 Dementia Positive Behaviour Management 1 Food Hygiene Studio 3 training, COSHH, Fire Safety, Data Protect Please outline any additional training undertaken pertinent to this role which is not outlined above. ion, MCA and DoLS, fluid and nutrition, recording a nd reporting NVQ level 5 **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 n No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) 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) No. of part-time staff (17-34 hours per week) 1 No. of part-time staff (16 hours or under per week) 0 Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service No. of staff working toward required/recommended 0 qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this Yes type? 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 0 No. of posts vacant

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

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 1 Equality, Diversity & Human Rights 1 Infection, prevention & control 1 Manual Handling Safeguarding 1 1 Medicine management 0 Dementia 1 Positive Behaviour Management Food Hygiene 1 Studio 3 training, COSHH, Fire Safety, Data Protect Please outline any additional training undertaken pertinent to this role which is not outlined above. ion, MCA and DoLS, fluid and nutrition, recording a nd reporting **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 0 No. of volunteers 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 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 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to 0 be registered with Social Care Wales as a Service No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this Yes type? 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

12

0

No. of staff in post

No. of posts vacant

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

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

not outlined above'.		
Induction	11	
Health & Safety	11	
Equality, Diversity & Human Rights	11	
Infection, prevention & control	11	
Manual Handling	11	
Safeguarding	11	
Medicine management	11	
Dementia	0	
Positive Behaviour Management	11	
Food Hygiene	11	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Studio 3 training, COSHH, Fire Safety, Data Protect ion, MCA and DoLS, fluid and nutrition, recording a nd reporting	
Contractual Arrangements		
No. of permanent staff	12	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	1	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	

Other social care workers providing direct care

Does your service structure include roles of this type?	No	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	No	

Service Profile

Service Details

Name of Service	Ty Camlas
	-
Telephone Number	01639849681
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh – The service makes every attempt to promote the Wels h language

Service Provision

People Supported

How many people in total did the service provide care and	9
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	1515
The maximum weekly fee payable during the last financial year?	1877

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

People we support meetings take place monthly at the service, these are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to se

Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home.

Bi-annual quality of care reviews take place, whereby we encoura ge our residents to give feedback around service provision and th e staff members that work with them.

All people living at the service are regularly signposted to our com plaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
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	Enclosed tiered garden space laid to concrete with flowerbeds. St eps leading to fenced patio area with seating.
Provide details of any other facilities to which the residents have access	Ty Camlas has a shared bathroom, a separate medication admini stration room, a quiet lounge.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they Prior to admission, our service users are provided with a broch have choice about their care and support, and opportunities ure, the Service User Guide as well as the opportunity to visit th are made available to them. e service as part of our assessment process. We promote that our staff 'do with' the person, rather than 'do f or', improving the persons independence and ultimately giving t hem a sense of self-worth, control, and structure around their li ves. Our aim is always to do the best for the person and encour age them to have a voice, our keyworker meetings are paramo unt to this process and residents are supported to achieve goal s as well as to set new ones. All efforts are made by our employees to identify opportunities i n the local community for the people we support. We feel it is im perative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our re sidents to speak up should there be anything that they'd like to say regarding any aspect of their care. The extent to which people are happy and supported to We promote positive health and well-being by ensuring our peo maintain their ongoing health, development and overall ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the h wellbeing. For children, this will also include intellectual, social and behavioural development. ome. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs a nd capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives - which is inextricably linked to a person's well-being. We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-admi nistration of medication is required for all people we support, w hich is reviewed periodically and a bespoke process - progress ing based on current and attainable skill level. We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed. Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally. The extent to which people feel safe and protected from abuse Our Safeguarding policy applies to anyone working on behalf of and neglect. the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decor ate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wish es.

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

Number of posts and staff turnover

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

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

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

Staff Type

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

Important: All questions in this section relate 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 Acquired Brain Injury pertinent to this role which is not outlined above. Active Support **Autism Awareness** Dysphagia/choking Emergency First Aid at Work (EFAW) **Epilepsy** Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory **PBM Practical** PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport **Duty of Candour** Falls prevention and Management Hoarding and Cluttering **GDPR** Oral Health **Understanding Consent** DoLS **Professional Boundaries** Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management **Contractual Arrangements** No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this 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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Management Hoarding and Cluttering GDPR Oral Health Understanding Consent DoLS Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

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

Outline below the number of permanent and fixe	ed 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	
	1-	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care	_	
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts	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	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	2	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	2	

	Active Support Autism Awareness Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	od term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week. 2 0 0 staff Typical shift patterns are: 08:30-21:00 08:30-15:30 12:00-08:30 (Sleep in shift)
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed staff 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	d term contact staff by hours worked per week. 2 0 0 staff Typical shift patterns are: 08:30-21:00 08:30-15:30 12:00-08:30 (Sleep in shift) There would typically be one Senior support work
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) Typical shift patterns in operation for employed at the service in this role type. You should also include the average number of staff working in each shift.	d term contact staff by hours worked per week. 2 0 0 staff Typical shift patterns are: 08:30-21:00 08:30-15:30 12:00-08:30 (Sleep in shift) There would typically be one Senior support work

Does your service structure include roles of this Yes type? 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 14 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 14 14 Health & Safety Equality, Diversity & Human Rights 14 Infection, prevention & control 14 14 Manual Handling Safeguarding 14 14 Medicine management 14 14 Positive Behaviour Management Food Hygiene 14 Please outline any additional training undertaken Acquired Brain Injury pertinent to this role which is not outlined above. **Active Support** Autism Awareness Emergency First Aid at Work (EFAW) **Epilepsy** Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport **Duty of Candour** Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health **Understanding Consent** DoLS MHA **Professional Boundaries** Sexuality & Relationships in people with LD Sharps awareness **Contractual Arrangements** 13 No. of permanent staff 0 No. of Fixed term contracted staff

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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shift patterns are: 08:30-21:00 12:00-08:30 (Sleep in Shift) 21:00-08:30 (Wake Night) There are typically 3 x Support workers per day at d one Wake night and 1 x Sleep Night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ty Gobaith
Telephone Number	01443431805
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

Fees Charged

The minimum weekly fee payable during the last financial year?	1799
The maximum weekly fee payable during the last financial year?	2061.02

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?	People we support meetings take place monthly at the service, the se are chaired by a member of the management team. Each per son also has a key worker assigned to then, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set. Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	there is a spacious garden to the rear of the property
Provide details of any other facilities to which the residents have access	access to a vehicle

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

Any person identified who can take advantage of our services a re provided with our service user guide, this will allow them to m ake an informed decision as to whether it is the right service for them

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

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.

Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced an d attractively presented meals in the service. All people we sup port are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in t he process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.

We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capabil ity assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process

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

. Our policy applies to anyone working on behalf of the organis ation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from a buse and neglect. Our primary aim is to place the health and w elfare of people who use our services as paramount and delive r positive outcomes. We aim to develop a positive and open ser vice culture which is based upon empowerment and safe human n resource procedures, and which is intolerant of abuse and ne glect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and ir respective of seniority.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promot e people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, d écor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, r eviewed monthly with the persons key worker and three monthl y with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be don e on a formal or informal basis, dependant of the persons wish es.

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)

13

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

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

No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1	
Deputy service manager		
Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	2	
110. 01 otali ili poot	I -	
No. of posts vacant Training undertaken during the last financial yea	0	
No. of posts vacant	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2	
Training undertaken during the last financial yea Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2	
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Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 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)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	No	
Domestic staff		
Does your service structure include roles of this type?	No	
Catering staff		
Does your service structure include roles of this type?	No	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Support worker Wake night support worker Follow agreed Behaviour Support Plans and Risk A ssessments thus maintaining a low arousal and consistent response to individuals challenging nee ds Support individuals with all aspects of personal car e where required Show Commitment to "doing with" individuals within the service, ensuring they are fully involved as they want to be and participate in social activities a nd daily living skills with a view to maximising independence in line with their goals Administer medication and show an understanding of the principles underlying its administration, storage, usage, side effects, etc Undertake any aspect of home management/house keeping e.g. cleaning, meal preparation, laundry and clothing maintenance	

Filled and vacant posts		
	1	
No. of staff in post	10	
No. of posts vacant	1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	10	
Equality, Diversity & Human Rights	10	
Infection, prevention & control	10	
Manual Handling	10	
Safeguarding	10	
Medicine management	10	
Dementia	0	
Positive Behaviour Management	10	
Food Hygiene	10	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	10	
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)	8	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	4	
No. of staff working toward required/recommended qualification	6	

Service Profile

Service Details

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Telephone Number	01685884216
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What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and	8
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	1519.98
The maximum weekly fee payable during the last financial year?	1720.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	People we support meetings take place monthly at the service, the see are typically chaired by a designated staff member or a member of the management team. Each person also has a key worker a ssigned to them, whom they meet with monthly and review their care plans and any outcomes they have achieved or new ones to set. Each time the Responsible Individual visits the service, all people I iving at the service are offered a meeting in private to discuss any thing they'd like, including the operation of the home. Bi-annual quality of care reviews take place, whereby we encourage our residents to give feedback around service provision and the staff members that work with them. All people living at the service are regularly signposted to our complaints procedure during meetings and when moving into the service. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
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	Rear enclosed garden and patio with garden furniture.
Provide details of any other facilities to which the residents have access	Communal bathroom, Communal kitchen.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Prior to admission, our service users are provided with a broch ure, the Service User Guide as well as the opportunity to visit the service as part of our assessment process.

We promote that our staff 'do with' the person, rather than 'do f or', improving the persons independence and ultimately giving t hem a sense of self-worth, control, and structure around their li ves. Our aim is always to do the best for the person and encour age them to have a voice, our keyworker meetings are paramo unt to this process and residents are supported to achieve goal s as well as to set new ones.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process. As well as operating an 'open door' policy, we encourage our residents to speak up should there be anything that they'd like to say regarding any aspect of their care.

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.

We promote positive health and well-being by ensuring our peo ple are encouraged to schedule and attend regular health revie ws, by providing nutritious, varied, balanced menus within the h ome. All people we support are assessed around their ability to cook and prepare their own meals, and adaptions are made for them to participate in the process on an assessment of needs a nd capability basis, this is regularly reviewed to further promote and encourage independence in all areas of their lives – which is inextricably linked to a person's well-being.

We understand the importance of our residents developing and improving upon their skills to be able to live independently, this is why we ensure a capability assessment around the self-administration of medication is required for all people we support, which is reviewed periodically and a bespoke process – progress ing based on current and attainable skill level.

We support people to access education and training courses, a s both part of personal development and a steppingstone to ev en more positive outcomes and improved skillsets. We encoura ge the people we support to have access to the internal online t raining software that our employees utilise, and delivery of in-p erson training courses are adapted and staff support people att end courses when needed.

Each service recognises the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be ac hieved people are supported to plan and access transport links locally.

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

Our Safeguarding policy applies to anyone working on behalf of the organisation and any person supported by the organisation . It is based on our belief that every person has the right to a lif e free from abuse and neglect. Our primary aim is to place the health, safety and welfare of people who use our services as p aramount and deliver positive outcomes. We aim to develop a p ositive and open service culture which is based upon empower ment and safe human resource procedures, and which is intole rant of abuse and neglect in any form. Accomplish firmly believ es that a whole organisational approach is required to safeguar d and promote the welfare of young people and adults at risk u sing Accomplish services. Accomplish very much emphasises th at safeguarding is everyone's business, whether they provide d irect care or not and irrespective of seniority. This will require s afeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in e very aspect of the organisations work.

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

We believe that our services should provide a clean, tidy, hygie nic, and homely environment to ensure people have the baselin e to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service. On moving into the home, we promote people to decor ate their bedrooms in a way in which makes it feel theirs, choosing the colours of their walls, décor, and internal furniture. Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the persons key worker and three monthly with the service manager. The person is supported to gain in put and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the persons wish es.

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)

14.34

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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial 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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We S upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)

1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training the statement of the training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training trainin	ant training. The list of training categories
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
·	· · · · · · · · · · · · · · · · · · ·

	Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We upport Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management
Contractual Arrangements	
No. of permanent staff	1
No. of permanent staff No. of Fixed term contracted staff	0
•	
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 0 0 0 d term contact staff by hours worked per week. 1 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 0 0 0 0 term contact staff by hours worked per week. 1 0 0

	<u> </u>
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	0
Induction	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia/choking Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation/Fire Marshall Gas Goal Training Intro to Autism Intro to Medication Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBS/PBM Awareness Studio 3 de-escalation theory and practical Personality Disorder Personality Disorder eLearning
	Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support Duty of Candour Falls prevention and Managing Hoarding and Cluttering GDPR and Advanced GDPR Oral Health Understanding Consent DoLS MHA Professional Boundaries Sexuality & Relationships in people with LD Sharps awareness Understanding urinary incontinence. Wound Care Management
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	10
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
	I=
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.	Typical Shifts are: 07:00-19:30 08:30-21:00 10:30- 07:00 (Sleep-in shift) 21:00-08:30 (Waking Night)
	Typically, there are 4 support workers working at a times, and at night there is one Wake night and on e Sleep night.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
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No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Does your service structure include roles of this	No