Annual Return 2022/2023

Provider Information to be published

> The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.
>
> This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Adferiad Recovery
The provider was registered on:	31/07/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Adferiad Recovery West Wales Domiciliary Support Services

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz, Sophie Williams
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Adferiad Recovery Crossroads Powys Domiciliary Support Service

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Responsible Individual(s)	Rhiannon Luke
Manager(s)	Sophie Williams
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

Hafal Adferiad Cwm Taf Morgannwg Domiciliary Support Service

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz, Sophie Williams
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

Adferiad Recovery North Wales Domiciliary Support Service

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Responsible Individual(s)	Naomii Oakley
Manager(s)	Sophie Williams, Gareth Hughes
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Adferiad Recovery Cardiff & The Vale Domiciliary Support Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz, Sophie Williams
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

Adferiad Recovery West Glamorgan Domiciliary Support Service	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz, Sophie Williams
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

Parkland Place	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2019
Responsible Individual(s)	Leon Marsh
Manager(s)	Cheryl Williams
Maximum number of places	16
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	Our Head of Workforce Development implements: Identifying: - Learning and development plan co-produced by each staff member and manager - Trends mapped from staff feedback, legislation changes, etc. and training calender updated - Supervisions & Appraisals Planning: - Quarterly training calendar - Online booking system - Managers monitor to not clash with service Meeting: - Qualified in house trainers - Agored accredited learning centre - Virtual and face to face training - Social Care TV/iHasco
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are an IIP employer who ensure the successful recruitment/retention of staff by: - Living wage foundation pay rate with enhancements for weekends/unsocial hours - Payment for travel time between visits, mileage expenses - Re-imbursement of Social Care Wales and DBS fees - Staff benefits e.g. free breakfast and in house counselling & well being team - Comprehensive training & career development opportunities Robust recruitment policies & procedures are implemented by our experienced HR dept.

Service Profile

Service Details

Name of Service	Adferiad Recovery Cardiff & The Vale Domiciliary Support Service

Telephone Number	01792816600
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	16

Fees Charged

The minimum hourly rate payable during the last financial year?	19.06
The maximum hourly rate payable during the last financial year?	21.99

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?	Adferiad encourage & welcomes all feedback, both positive & negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation We gather feedback from clients via (ISO:9001 approved procedure) • Face to face conversations with staff • Formal Reg 73 visits by our Responsible Individual • Anonymised questionnaires inc. Quality Care Evaluations • CIW Inspections • External ISO audits • Reviews of care plans • Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in Service User Guides, within our Statement of Purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted and promoted Feedback is recorded & analysed through our continuous improvement log.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No

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

> 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.	Adferiad Recovery Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).
	Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework.
	Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.
	Statement of Purpose & Service User Guide(s)- Service users and invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular interviews.
	Care & Support Plans- Person centred support plans are coproduced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."
	Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple."
	Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly.
	Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and 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.	All clients undergo a comprehensive and detailed assessment to identify how the service can meet their needs with consideration given to our service provision and its inclusion/exclusion criteria. All prospective clients (and families) are provided with information about the service, a copy of the Statement of Purpose, the Service User Guide (easy read copies available), and a link to our website, which has additional information about our charity. Referred individuals are invited to visit the service prior to them deciding on whether they want to receive support from Adferiad. In between placement offer and start date, the Manager will keep in contact with the individual and their Care Coordinator, to reassure individuals and give them the opportunity to ask any questions. All people in our support services have a detailed support plan, co-produced between worker and client, identifying their goals and objectives, set around SMART principles (this includes specifically looking at physical health and mental wellbeing). Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, housing etc. This includes ensuring individuals are registered with health services such as GPs and Dentists. Each client is provided with an Occupant Handbook when they move in. This file includes their address, the On Call Number, Complaint Procedure, Local Advocacy Services, etc. Currently, these projects do not support children but if we did, our services would promote a child's development and mental health, paying particular attention to ensuring a positive environment where children can live, play, learn and where staff interact positively with children exposing them to sensitive and trusting relationships, ensuring their rights and dignity is promoted and protected. Support Plans would be created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Key to this, is delivering support by a small, consistent staff team around each child. The staff would receive a high standard of individual specific training (including from external professionals such as Community Children Nurses) with frequent on-going supervision and training. If incidents did occur, support staff would be able to utilise knowledge about the child and positive behaviour support techniques to defuse the situation and/or distract the child wherever possible.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority.
	Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles &responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three year).
	Further actions relating to safeguarding include:
	- All-Wales Safeguarding App downloaded on staff work devices
	- Managers trained in local authority safeguarding processes and paperwork.
	- Adferiad delegates on the MARAC Representation Board.
	- Infection control training, policies, and procedures (inc. ample supply of PPE for staff)
	- Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice.
	- Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval).
	- Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We holds Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.)
	- Clear reporting and escalation process for clients and staff to feedback on on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate.
	- All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe.
	- Local advocacy (including complaints advocacy) made available to individuals and families.

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)	6.24

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

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

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

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

> Filled and vacant posts

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• Managing Team Conflict • First Aid Requirements & RIDDOR • Disability and Awareness • Unconscious Bias for Managers • Safe Administration of Medication • Managing Team Performance • Conducting Investigations

> 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)	0
No. of part-time staff (16 hours or under per week)	1

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• Advanced GDPR • Safeguarding Level 3 • Difficult Conversation • Support & Supervision • Level 3 Emergency First Aid at Work • Disability Awareness & Inclusion • Conflict Resolution • Absence Management • Managing Team Performance • Risk Assessment

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

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
Manual Handling	2
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.	Lone Worker Safety Risk Assessment Safe Administration of Medication Conflict Resolution Difficult Conversation Conducting Investigations in the workplace Disability Awareness & Inclusion Sexual Violence Emergency First Aid at Work Advanced GDPR Cyber Security 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 fixed term contact staff by hours worked per week.

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	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?	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.	Supported Accommodation Housing Support Worker The provision of Personal Domiciliary Care and Support to People experiencing mental ill-health. Main duties/responsibilities: • Provide a variety of person centred, tailored interventions that support individuals with complex needs to find and sustain accommodation and develop their independent living skills. • Supporting and assisting occupants with the following: o Feeling secure within their home o Increasing independent living skills o Mental and physical healthcare o Self-management of medication o Visitors and their access to individual's property o Building and maintaining relationships with neighbours, families, friends, professionals o Developing skills and interests • Supporting individuals, if required, with: ☐ All aspects of personal care ☐ Mobility and transfers – all staff are trained in accordance with the All-Wales Manual Handling Passport.

Filled and vacant posts

No. of staff in post	8
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	5
Health & Safety	5
Equality, Diversity & Human Rights	1
Manual Handling	5
Safeguarding	4
Dementia	4
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone Worker Safety Risk Assessment Safe Administration of Medication Food Hygiene Level 2 Conflict Resolution Professional Boundaries Duty of Care Infection Control GDPR Cyber Security Awareness

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	5
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)	1
No. of part-time staff (16 hours or under per week)	1

> Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	6

Service Profile

Service Details

Name of Service	Adferiad Recovery Crossroads Powys Domiciliary Support Service

Telephone Number	01792816600
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	77

Fees Charged

The minimum hourly rate payable during the last financial year?	19.72
The maximum hourly rate payable during the last financial year?	22.15

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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? | Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values , embedded throughout the organisation.

We gather feedback from clients via (ISO:9001 approved procedure):
*Face to face conversations with staff
*Formal Reg 73 visits by our Registered Individuals
*Anonymised questionnaires inc. Quality Care Evaluations
*CIW Inspections
*External ISO audits
*Reviews of care plans
*Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, etc.

Details on how to feedback including a dedicated how to make a complaint guide is provided in service user guides, within our statement of purpose, on notice boards

Details of advocacy services are always highlighted and promoted

Feedback is recorded and analysed through our continuous improvement log |
|---|---|

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

| The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. | Adferiad Recovery Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).
Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework.
Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.
Statement of Purpose & Service User Guide(s)- Service users and invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular interviews.
Care & Support Plans- Person centred support plans are coproduced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."
Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple."
Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly.
Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and 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.	All clients receive a full, detailed assessment to identify how the service can meet their needs. We consider our service provision and its inclusion/exclusion criteria.
	Prospective clients and families are given details of the service, the Statement of Purpose, the Service User Guide (easy read copies available), and a link to our website, with more information about Adferiad.
	Individuals referred to us are contacted and a home visit arranged. We then assess their needs, preferred method of support, and create a support plan. Risk assessments for moving & handling, and environmental are also completed. Hereon in, the Manager/Team Leader maintains contact, reassures individuals and their family, and encourages them to ask questions.
	All people in our support services have detailed support plans, co-produced between worker and client, identifying their goals and objectives, set around SMART principles (including specifically looking at physical health and mental wellbeing).
	Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, housing etc. We ensure individuals are registered with health services i.e., GPs and Dentists.
	Each client is given a Home File when their support begins. This file includes their Support Plan, Risk Assessments, Service User Guide, Complaints Procedure, Local Advocacy Services, Change of Circumstances Forms and Daily Log Contact Sheets for staff to complete at the end of each care & support call.
	Current projects do not support children. If we did, our services would promote a child's development and mental health, ensuring a positive environment where children can live, play, and learn. Staff would interact positively with the children exposing them to sensitive, trusting relationships, and ensuring their rights and dignity is promoted and protected.
	Support Plans would be created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Support is delivered by a small, consistent staff team around each child. Staff would receive a high standard of individual specific training (including from external professionals such as Community Children Nurses) with regular ongoing supervision and training.
	If incidents occurred, support staff could use knowledge of the child and positive behaviour support techniques to defuse the situation and/or distract the child if possible

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority
	Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles &responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three year).
	Further actions relating to safeguarding include:
	- All-Wales Safeguarding App downloaded on staff work devices
	- Managers trained in local authority safeguarding processes and paperwork.
	- Adferiad delegates on the MARAC Representation Board.
	- Infection control training, policies, and procedures
	- Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice.
	- Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval).
	- Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We holds Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.)
	- Clear reporting and escalation process for clients and staff to feedback on on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate.
	- All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe.
	- Local advocacy (including complaints advocacy) made available to individuals and families.

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)	21.80

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

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

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

Filled and vacant posts

No. of staff in post	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	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• RISCA Compliance for Managers & Responsible Individual • Mental Health in the Workplace • Absence Management Training • Safe Dementia Care-Reducing Restrictive Practice

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff

Does your service structure include roles of this type?	No

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	4
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	1
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
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	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)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	No

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 Workers: Enabling individuals to remain living in their home (including in an Extra Care scheme) through the provision of support, as required, with all aspects of personal care, mobility and transfers, administration of prescribed medication, as well as accessing opportunities for social inclusion and participating in meaningful activities of their choice, within their local communities. Care Coordinator: Responsible for management of online staff management programme, WebRoster, rostering of support staff and general administration assistance and support to the Regional Manager, Care Team Leaders and Support Workers.

Filled and vacant posts

No. of staff in post	43
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	20
Health & Safety	32
Equality, Diversity & Human Rights	20
Manual Handling	32
Safeguarding	21
Dementia	30
Positive Behaviour Management	18
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe Administration of Medication First Aid Infection Control Deprivation of Liberty Safeguards GDPR Fire Awareness Epilepsy Communication Skills Diabetes COSHH

Contractual Arrangements

No. of permanent staff	37
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	9
No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	9

Staff Qualifications

No. of staff who have the required qualification	27
No. of staff working toward required/recommended qualification	15

Service Profile

Service Details

Name of Service	Adferiad Recovery North Wales Domiciliary Support Service

Telephone Number	01792816600
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 language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	29

Fees Charged

The minimum hourly rate payable during the last financial year?	17.91
The maximum hourly rate payable during the last financial year?	21.91

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	0

| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values , embedded throughout the organisation.

We gather feedback from clients via (ISO:9001 approved procedure):
*Face to face conversations with staff
*Formal Reg 73 visits by our Registered Individuals
*Anonymised questionnaires inc. Quality Care Evaluations
*CIW Inspections
*External ISO audits
*Reviews of care plans
*Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, etc.

Details on how to feedback including a dedicated how to make a complaint guide is provided in service user guides, within our statement of purpose, on notice boards

Details of advocacy services are always highlighted and promoted

Feedback is recorded and analysed through our continuous improvement log |
| --- | --- |

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.	Adferiad Recovery Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience). Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework. Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see. Statement of Purpose & Service User Guide(s)- Service users and invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular interviews. Care & Support Plans- Person centred support plans are coproduced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly." Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple." Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly. Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and 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.	All clients undergo a comprehensive and detailed assessment to identify how the service can meet their needs with consideration given to our service provision and its inclusion/exclusion criteria. All prospective clients (and families) are provided with information about the service, a copy of the Statement of Purpose, the Service User Guide (easy read copies available), and a link to our website, which has additional information about our charity. Referred individuals are invited to visit the service prior to them deciding on whether they want to receive support from Adferiad. In between placement offer and start date, the Manager will keep in contact with the individual and their Care Coordinator, to reassure individuals and give them the opportunity to ask any questions. All people in our support services have a detailed support plan, co-produced between worker and client, identifying their goals and objectives, set around SMART principles (this includes specifically looking at physical health and mental wellbeing). Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, housing etc. This includes ensuring individuals are registered with health services such as GPs and Dentists. Each client is provided with an Occupant Handbook when they move in. This file includes their address, the On Call Number, Complaint Procedure, Local Advocacy Services, etc. Currently, these projects do not support children but if we did, our services would promote a child's development and mental health, paying particular attention to ensuring a positive environment where children can live, play, learn and where staff interact positively with children exposing them to sensitive and trusting relationships, ensuring their rights and dignity is promoted and protected. Support Plans would be created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Key to this, is delivering support by a small, consistent staff team around each child. The staff would receive a high standard of individual specific training (including from external professionals such as Community Children Nurses) with frequent on-going supervision and training. If incidents did occur, support staff would be able to utilise knowledge about the child and positive behaviour support techniques to defuse the situation and/or distract the child wherever possible.

| The extent to which people feel safe and protected from abuse and neglect. | Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority

Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles &responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three year).
Further actions relating to safeguarding include:
- All-Wales Safeguarding App downloaded on staff work devices
- Managers trained in local authority safeguarding processes and paperwork.
- Adferiad delegates on the MARAC Representation Board.
- Infection control training, policies, and procedures
- Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice.
- Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval).
- Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We holds Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.)
- Clear reporting and escalation process for clients and staff to feedback on on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate.
- All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe.
- Local advocacy (including complaints advocacy) made available to individuals and families. |

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 15.14 |

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	1

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Modern Slavery Lone Working Unconscious Bias Cyber Security Awareness Risk Assessment Safeguarding Children Safeguarding Adults First Aid Managing Difficult Behaviour Conducting Investigations Autism Aware Gender and Trauma informed Absence Management Understanding stress and anxiety

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	1

Deputy service manager	
Does your service structure include roles of this type?	No

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

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	0
No. of posts vacant	1

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution Mental Health Awareness Disability 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 fixed term contact staff by hours worked per week.

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	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?	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.	Supported Accommodation Housing Support Worker The provision of Personal Domiciliary Care and Support to People experiencing mental ill-health. Main duties/responsibilities: • Provide a variety of person centred, tailored interventions that support individuals with complex needs to find and sustain accommodation and develop their independent living skills. • Supporting and assisting occupants with the following: o Feeling secure within their home o Increasing independent living skills o Mental and physical healthcare o Self-management of medication o Visitors and their access to individual's property o Building and maintaining relationships with neighbours, families, friends, professionals o Developing skills and interests

Filled and vacant posts	

No. of staff in post	11
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	12
Health & Safety	10
Equality, Diversity & Human Rights	12
Manual Handling	0
Safeguarding	12
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Management Cyber Security Awareness Communication Skills Confidence Building Coronavirus Awareness Duty of Care Fire Awareness First Aid GDPR Infection Control Lone Working Mental Health Awareness Risk Assessment Disability Awareness Modern Slavery COSHH Unconscious Bias Assessing Needs Mental Capacity Hand Hygiene Professional Boundaries Cultural Diversity Managing Difficult Behaviour Absence Management

Contractual Arrangements

No. of permanent staff	15
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	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	6

Service Profile

Service Details

Name of Service	Adferiad Recovery West Glamorgan Domiciliary Support Service

Telephone Number	01792816600
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values , embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure): *Face to face conversations with staff *Formal Reg 73 visits by our Registered Individuals *Anonymised questionnaires inc. Quality Care Evaluations *CIW Inspections *External ISO audits *Reviews of care plans *Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, etc. Details on how to feedback including a dedicated how to make a complaint guide is provided in service user guides, within our statement of purpose, on notice boards Details of advocacy services are always highlighted and promoted Feedback is recorded and analysed through our continuous improvement log

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Adferiad Recovery Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).
	Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework.
	Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.
	Statement of Purpose & Service User Guide(s)- Service users and invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular interviews.
	Care & Support Plans- Person centred support plans are coproduced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."
	Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple."
	Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly.
	Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and 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.	All clients receive a full, detailed assessment to identify how the service can meet their needs. We consider our service provision and its inclusion/exclusion criteria.
	Prospective clients and families are given details of the service, the Statement of Purpose, the Service User Guide, and directed to our website.
	Individuals referred to us are contacted and a home visit arranged. We then assess their needs, preferred method of support, and create a support plan. Risk assessments for moving & handling, and environment are also completed. Hereon in, the Manager/Team Leader maintains contact, reassures individuals and their family, and encourages them to ask questions.
	All people in our support services have detailed, co-produced support plans, with SMART goals and objectives.
	Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, housing etc. This includes ensuring individuals are registered with health services such as GPs and Dentists.
	Each client is provided with a Home File when their support commences. This file includes their Support Plan, Risk Assessments, Service User Guide, Complaints Procedure, Local Advocacy Services, Change of Circumstances Forms and Daily Log Contact Sheets for staff to complete at the end of each care & support call.
	Currently, these projects do not support children but if we did, our services would promote a child's development and mental health, paying particular attention to ensuring a positive environment where children can live, play, learn and where staff interact positively with children exposing them to sensitive and trusting relationships, ensuring their rights and dignity is promoted and protected.
	Support Plans would be created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Support would be delivered by a small, consistent team around each child. Staff would receive high quality, individual specific training (including from external professionals such as Community Children Nurses) with regular on-going supervision and training.
	If incidents did occur, support staff would be able to utilise knowledge about the child and positive behaviour support techniques to defuse the situation and/or distract the child wherever possible.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles &responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three year). Further actions relating to safeguarding include: - All-Wales Safeguarding App downloaded on staff work devices - Managers trained in local authority safeguarding processes and paperwork. - Adferiad delegates on the MARAC Representation Board. - Infection control training, policies, and procedures - Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice. - Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval). - Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We holds Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.) - Clear reporting and escalation process for clients and staff to feedback on on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate. - All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe. - Local advocacy (including complaints advocacy) made available to individuals and families.

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)	2

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

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

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• Managing Team Conflict • First Aid Requirements & RIDDOR • Disability and Awareness • Unconscious Bias for Managers • Safe Administration of Medication • Managing Team Performance • Conducting Investigations • Registers Managers Forum • RISCA Compliance for Managers & Responsible Individual • Mental Health in the Workplace • Absence Management Training • Safe Dementia Care-Reducing Restrictive Practice

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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?	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	Adferiad Recovery West Wales Domiciliary Support Services

Telephone Number	01792816600
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	157

Fees Charged

The minimum hourly rate payable during the last financial year?	17.70
The maximum hourly rate payable during the last financial year?	25.00

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?	Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values , embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure): *Face to face conversations with staff *Formal Reg 73 visits by our Registered Individuals *Anonymised questionnaires inc. Quality Care Evaluations *CIW Inspections *External ISO audits *Reviews of care plans *Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, etc. Details on how to feedback including a dedicated how to make a complaint guide is provided in service user guides, within our statement of purpose, on notice boards Details of advocacy services are always highlighted and promoted Feedback is recorded and analysed through our continuous improvement log

Communicating with people who use the service

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

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

Statement of Compliance

> The Responsible Individual must prepare the statement of compliance.
>
> CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.
>
> Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Adferiad Recovery Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).
	Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework.
	Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.
	Statement of Purpose & Service User Guide(s)- Service users and invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular interviews.
	Care & Support Plans- Person centred support plans are coproduced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."
	Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple."
	Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly.
	Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and 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.	All clients receive a full, detailed assessment to identify how the service can meet their needs. We consider our service provision and its inclusion/exclusion criteria.
	Prospective clients and families are given details of the service, the Statement of Purpose, the Service User Guide and directed to our website.
	Supported Living Services referrals are invited to visit the service to help them decide if they want to receive support from us. Between placement offer and start date, the Manager will keep in contact with the individual and their Care Coordinator, to reassure and answer questions.
	Within Children, Respite and Domiciliary Home Care Services, referred individuals are contacted to arrange a meeting at their home. A full assessment of needs is completed and preferred method of support put in their Support Plan. Moving, handling and environment risk assessment are completed. Throughout this period, the Manager/Team Leader keeps in contact with the individual and their family.
	All people in our support services have detailed, co-produced support plans, with SMART goals and objectives.
	Adferiad's wellbeing wheel identifies support and care needs, including finances, relationships, housing etc. e.g., we'll ensure they are registered with a GP.
	In the Children, Respite & Domiciliary Home Care projects, each client is given a Home File when their support begins. This includes their Support Plan, Risk Assessments, Service User Guide, Complaints Procedure, Local Advocacy Services, Change of Circumstances Forms and Daily Log Contact Sheets for staff to complete at the end of each care & support call.
	Our Children services promote a child's development and mental health, ensuring a positive environment for children to live, play, and learn. Staff interact positively with children, exposing them to sensitive, trusting relationships, ensuring their rights and dignity is promoted and protected.
	Support Plans are created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Support is delivered by a small, consistent team around each child. Staff receive high quality, individual specific training (including from external professionals such as Community Children Nurses) with regular on-going supervision and training.
	If incidents occur, support staff can use knowledge of the child and positive behaviour support techniques to defuse the situation and/or distract the child wherever possibl

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority
	Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles &responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three year).
	Further actions relating to safeguarding include:
	- All-Wales Safeguarding App downloaded on staff work devices
	- Managers trained in local authority safeguarding processes and paperwork.
	- Adferiad delegates on the MARAC Representation Board.
	- Infection control training, policies, and procedures
	- Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice.
	- Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval).
	- Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We holds Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.)
	- Clear reporting and escalation process for clients and staff to feedback on on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate.
	- All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe.
	- Local advocacy (including complaints advocacy) made available to individuals and families.

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)	30

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

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

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• Managing Team Conflict • First Aid Requirements & RIDDOR • Disability and Awareness • Unconscious Bias for Managers • Safe Administration of Medication • Managing Team Performance • Conducting Investigations • Registers Managers Forum • RISCA Compliance for Managers & Responsible Individual • Mental Health in the Workplace • Absence Management Training • Safe Dementia Care-Reducing Restrictive Practice

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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	4
No. of posts vacant	1

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries Duty of Care Autism Risk Assessment First Aid COSHH Fire Awareness

> Contractual Arrangements

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

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

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
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

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	5
No. of posts vacant	1

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

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

Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	1
Safeguarding	4
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 Cyber Security Professional Boundaries Conflict Resolution Communicating Effectively Disability Awareness & Inclusion Risk Assessment Continence Promotion Diabetes First Aid Fire Awareness

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5

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	52
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	24
Health & Safety	38
Equality, Diversity & Human Rights	27
Manual Handling	23
Safeguarding	30
Dementia	15
Positive Behaviour Management	16
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	44
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	28
No. of part-time staff (16 hours or under per week)	11

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	41
No. of staff working towards the required/recommended qualification	11

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.	Housing Support Worker The provision of Domiciliary Care and Support to People experiencing mental ill-health. Delivering a variety of person centred, tailored interventions that support individuals with complex needs to develop their independent living skills Children's Clinical Support Worker In partnership with LHB Children Nurses, to provide support for children with complex health & physical needs enabling them to remain at home, while providing respite for their parents / carers Domiciliary Home Support Worker Enabling individuals to remain living in their home by supporting them, if required, with all aspects of personal care, mobility & transfers, administration of prescribed medication, accessing opportunities for social inclusion and meaningful activities of their choice, within their local communities Office Administrator Responsible for 'front door' to office, and general administration assistance and support to the Regional Manager, Care Team Leaders and Support Workers

Filled and vacant posts	
No. of staff in post	53
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	24
Health & Safety	38
Equality, Diversity & Human Rights	27
Manual Handling	24
Safeguarding	30
Dementia	15
Positive Behaviour Management	16
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Cyber Security Professional Boundaries Duty of Care Disability Awareness Risk Assessment First Aid Infection Control Fire Awareness

Contractual Arrangements	
No. of permanent staff	45
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	28
No. of part-time staff (16 hours or under per week)	11

Staff Qualifications	
No. of staff who have the required qualification	41
No. of staff working toward required/recommended qualification	12

Service Profile

Service Details

Name of Service	Adferiad Cwm Taf Morgannwg Domiciliary Support Service

Telephone Number	01792816600
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

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	16.76
The maximum hourly rate payable during the last financial year?	22.00

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?	Adferiad encourage and welcome feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure) • Face to face conversations with staff • Formal Reg 73 visits by our Responsible Individual • Anonymised questionnaires inc. Quality Care Evaluations • CIW Inspections • External ISO audit • Reviews of care plans • Partnership meetings - dedicated user involvement groups where staff and clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in Service User Guides, within our Statement of Purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted and promoted Feedback is recorded & analysed through our continuous improvement log.

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.	Adferiad Recovery Membership(s) – All clients are invited to become a member of the charity (no fees attached). Members receive regular members packs and are consulted on all aspects of the charities running including strategy and direction. Our members elect our Board of Trustees who govern the charity (several Trustees also have lived experience).
	Organisation Consultations- All service users are invited to be involved in organisation consultations, where people can submit their feedback, comments & suggestions anonymously (if they wish). A recent consultation was to determine our organisations Values & Behaviours Framework.
	Partnership meetings- Each of our services are run in partnership with formal meetings conducted regularly between clients and staff. The meetings provide the opportunity for individuals to discuss any improvements they would like to see within the services and any upcoming activities they would like to see.
	Statement of Purpose & Service User Guide(s)- Service users and invited to be involved in reviewing our organisations Statement of Purpose & Service User Guides at regular interviews.
	Care & Support Plans- Person centred support plans are coproduced with clients and reviewed in 1:1 support session with the individual and delegated staff member. "Staff listen to me, and they treat me fairly."
	Quality Care Evaluation Questionnaire- Six-monthly Quality of Care Evaluation Questionnaires are completed anonymously by individuals supported by the service. Data and information gathered from the questionnaires are collated into a report which Adferiad utilise to analyse necessary improvements and best practices. Quality of Care Reports are then produced and distributed to commissioners. A recent suggestion made: "Organise social events we can attend as a couple."
	Feedback, Complaints & Compliments- We encourage individuals to give feedback about the support we provide. Every individual is provided with a copy of the Complaint Procedure, if complaints are received locally or directly to Company Secretary, they are acted upon promptly and fairly.
	Reg 73 RI Visits- The RI when visiting services will meet with or have telephone consultation with individuals to enable them to share their experience of the service we provide. They are encouraged to discuss the support they receive, staff competency, management of their support, improvements they want to their support and 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.	All clients undergo a comprehensive and detailed assessment to identify how the service can meet their needs with consideration given to our service provision and its inclusion/exclusion criteria. All prospective clients (and families) are provided with information about the service, a copy of the Statement of Purpose, the Service User Guide (easy read copies available), and a link to our website, which has additional information about our charity. Referred individuals are invited to visit the service prior to them deciding on whether they want to receive support from Adferiad. In between placement offer and start date, the Manager will keep in contact with the individual and their Care Coordinator, to reassure individuals and give them the opportunity to ask any questions. All people in our support services have a detailed support plan, co-produced between worker and client, identifying their goals and objectives, set around SMART principles (this includes specifically looking at physical health and mental wellbeing). Underpinning this is our wellbeing wheel, which looks at the wider determinants of support and care including, finances, relationships, housing etc. This includes ensuring individuals are registered with health services such as GPs and Dentists. Each client is provided with an Occupant Handbook when they move in. This file includes their address, the On Call Number, Complaint Procedure, Local Advocacy Services, etc. Currently, these projects do not support children but if we did, our services would promote a child's development and mental health, paying particular attention to ensuring a positive environment where children can live, play, learn and where staff interact positively with children exposing them to sensitive and trusting relationships, ensuring their rights and dignity is promoted and protected. Support Plans would be created with children and their parents to ensure the right to achieve their identified outcomes, while meeting assessed needs. Key to this, is delivering support by a small, consistent staff team around each child. The staff would receive a high standard of individual specific training (including from external professionals such as Community Children Nurses) with frequent on-going supervision and training. If incidents did occur, support staff would be able to utilise knowledge about the child and positive behaviour support techniques to defuse the situation and/or distract the child wherever possible.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding is everybody's business, Adferiad have robust safeguarding and health and safety policies, procedures, and departments to ensure the safety of all individuals and staff is a priority
	Our three Safeguarding Leads, alongside our workforce development team, ensure that all staff have received Safeguarding and H&S training at a level commensurate with their roles &responsibilities to ensure they are able to notify an incident, complaint, or disclosure of adult / child abuse promptly in accordance with the All-Wales Safeguarding Procedures and statutory guidance of the Social Services and Wellbeing (Wales) Act 2014. New staff complete training on induction (this is then renewed every three year).
	Further actions relating to safeguarding include:
	- All-Wales Safeguarding App downloaded on staff work devices
	- Managers trained in local authority safeguarding processes and paperwork.
	- Adferiad delegates on the MARAC Representation Board.
	- Infection control training, policies, and procedures
	- Comprehensive Risk Assessment and Risk Management process actioned when clients are referred to our services. This includes Format of risk information accessible, easy to understand, and available to all relevant parties (with appropriate consent) – client, staff, and families; Change of Circumstance policies and procedures ensuring staff are competent and confident to report any identified changes in an individual, environment to their managers. This process prompts a support and risk management plan review with staff and the individual supported to ensure it is up to date and fit for practice.
	- Close partnership working with other agencies involved in the care/support of our clients, including relevant information sharing protocols (with client's approval).
	- Robust data & security management plan, ensuring the protection of individuals data, personal and sensitive information (We holds Cyber Essentials Plus certification, staff also attend Cyber Essentials training as part of their induction.)
	- Clear reporting and escalation process for clients and staff to feedback on on environmental, physical, emotional issues that may make them feel unsafe are acted upon promptly where appropriate.
	- All clients provided with details of our on-call telephone number and who to contact should a situation arise where they feel unsafe.
	- Local advocacy (including complaints advocacy) made available to individuals and families.

The total number of full time equivalent posts at the service (as at 31 March)	4.21

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	2
No. of posts vacant	0

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	• Managing Team Conflict • First Aid Requirements & RIDDOR • Disability and Awareness • Unconscious Bias for Managers • Safe Administration of Medication • Managing Team Performance • Conducting Investigations • Registers Managers Forum • RISCA Compliance for Managers & Responsible Individual • Mental Health in the Workplace • Absence Management Training • Safe Dementia Care-Reducing Restrictive Practice

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Level 3 Cyber Security Awareness Advanced GDPR Difficult Conversations Safe Administration of Medication Infection Control Lone Worker Safety Sexual Violence Conducting Investigations in the Workplace

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

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
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone Working Safely GDPR

> 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 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?	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.	Supported Accommodation Housing Support Worker The provision of Domiciliary Care and Support to People experiencing mental ill-health. Main duties/responsibilities: • Provide a variety of person centred, tailored interventions that support individuals with complex needs to find and sustain accommodation and develop their independent living skills. • Supporting and assisting occupants with the following: o Feeling secure within their home o Increasing independent living skills o Mental and physical healthcare o Self-management of medication o Visitors and their access to individual's property o Building and maintaining relationships with neighbours, families, friends, professionals o Developing skills and interests

Filled and vacant posts

No. of staff in post	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Lone Working Safely Infection Control Duty of Care Record Keeping Cyber Security Awareness Professional Recording

Contractual Arrangements

No. of permanent staff	2
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)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Parkland Place

Telephone Number	01492203421
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 Language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	156

Fees Charged

The minimum weekly fee payable during the last financial year?	2487.50
The maximum weekly fee payable during the last financial year?	2487.50

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?	Regular visits by ALERTS Service User group commissioned by GambleAware Twice daily house meetings with community Service User suggestion box Feedback forms at week 1 and week 4

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16

How many bathrooms have assisted bathing facilities?	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	Large Gardens which are accessible Weekly trips out to various locations across North Wales Twice weekly gym access and shop runs Ad-Hoc outings, such as cinema
Provide details of any other facilities to which the residents have access	Gym Allotments Barber / Hairdresser Church / Religious centres

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.	Before, during and after admission, the service user voice is central to care, treatment and support.
	A person centred assessment is undertaken prior to admission, including input from, families, carers and loved ones should the client request this. Consent is obtained to gather additional information in the form of physical, mental health and forensic history to ensure the clients needs are fully met, adhering to GDPR, Data protection and confidentiality legislation.
	A suite of documents pertaining to how care records will be managed and signed by the client including information to safeguarding and potential disclosures. Advocacy is arranged should it be required in line with our clinical governance.
	Throughout treatment, patients have access to a suggestion box, client feedback forms, and a formal processes of gathering feedback on week 1 and week 4 of treatment. Any information gathered is including in our clinical supervision and clinical governance loop.
	A "you said, we did" board is a visual representation to service users and families to changes we have made to service provision based on feedback. Externally, we engage with a number of commissioned lived experience organisations who also provide feedback to us from patients.
	We have a complaints procedure which is made available to all patients on admission. In addition this we also have an incident reporting procedure which records any incidents, identifies learning, underpinning quality and continuous improvement, improving outcomes for people under our care
	Robust auditing of patient care files, ensures completeness with care goals set around smart objectives, complaint with quality standards. Group delivery of therapeutic interventions is observed and monitored for consistency and quality, with suggestions from patients incorporated, providing opportunities and choice , across a wide variety of evidence based interventions
	Staffing levels far exceed minimum requirements, to allow for bespoke, detailed and tailored interventions to each patient. All staff receive extensive training ad bespoke training on certain topics, such as Gambling, or new and emerging drugs. All staff are supervised, 6 weekly with an annual appraisal to ensure we meet the needs of patients in our care
	We actively promote an open and transparent culture, including a whistleblowing, duty of candour, and an open door policy for managers and directors of the service to listen to staff and patients alike

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.	Prior to admission all patients undergo a comprehensive and detailed assessment to identify how the service can meet their needs, with consideration given to our service provision, inclusion and exclusion criteria. Patients are also able to visit the service. In addition to this, all prospective receive all information via email, on the service and have access to the statement of purpose and families and carers guide.(Easy read copies are also available) Prior to the admission date, a number of calls are made to reassure patients, affording the opportunity to ask any questions or seek clarification required on any aspect of the treatment service. We also have a dedicated website www.parklandplace.co.uk, which also provides information and we are in the process of recording a virtual guided tour, to allow patients and families to see the facilities in more detail. All people in our care have a detailed care plan, which is co-produced between worker and patient, identifying treatment goals and objectives, set around SMART principles. Underpinning this is our recovery wheel, which looks at the wider determinants of support and care including, finances, relationships, housing and so on. patients are allowed visits, and access to their phone and inherent to maintain contact with friends and family. We have a multidisciplinary team, and BACP counsellor delivering a wide range of evidence based interventions, supported by social activities / outings and recreation. Patients have access to a doctor / dentist and dietary requirements are met by bespoke meals being prepared if required, which are made from locally sourced ingredients Patients have access to an onsite library, art therapy and enjoy a range of planned outings at weekends, experiencing what North Wales has to offer. Patients protected characteristics are respected and valued, and where restrictive practices are out in place, the reason explained as to why. In each patient bedroom is a detailed information booklet, on the programme and the facility. All staff receive extensive training to ensure that the environment is conducive to recovery, based on mutual respect and positive self regard of one another, everyone one is equal and a therapeutic alliance between patient and staff member is based on mutuality.

The extent to which people feel safe and protected from abuse and neglect.	Staff at Parkland Place, fully understand their roles in protecting patients from abuse and neeglect and are supported by a suite of policies and training which undeprins the organisational approach, and which satisifes regularity compliance. Working together with a rnage of agencies to identify, prevent and stop riaks and the actual experience of abuse or neglect.

On admission to the service each patient is made aware of rules and expectations of both themselves and us as the care provider, which underpins behaviours at the service.

A no tolerance approach to abuse, bullying or neglect is adopted, with interactions between peers and staff always observed to ensure they are respectful and provides patients with a balance to remain safe, and to make informed choices as regards to their treatment.This includes taking the person's views, wishes, feelings and beliefs into consideration in deciding on any action

Every worker has a repsosnbility to safeguard people and where abuse, current or histoircal, is alleged or hs taken place, mecahnsisims are in place to support patients in these disclusres. We have a dedicated organisatinal safguarding Lead, and the managament team and responsible individual are well versed in safeguaridng procedures and complaince with both local and national procedures and legislation

We have a duty if care to patients including

acknowledging a person who is capable of giving their consent has the right to refuse treatment. With this we ensure that the patient is fully aware of the risk of refusing treatment, particularly if there is a significant or immediate risk to life, such as refusals of prescribed medications

To satisfy this obligation all staff must demonstrate in care notes and care plans that

• All reasonable steps have been taken
• Reliable assessment methods have been used
• Information has been collated and thoroughly evaluated
• Decisions are recorded,communicated and thoroughly evaluated
• Policies and procedures havebeen followed
• Practitioners and managersseek to ascertain the facts and are proactive.

The six key principles of safeguarding in accordance with the health and social care act, 2014 are embedded in service delivery

Empowerment
Prevention
Proportionality
protection
Partnership working
Accountability

As part of a planned approach to aftercare, a robust discharge and aftercare plan is put in place to maintain and sustain recovery on exit from the service. |

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The Parkland Place team support personal outcomes driven by the person's aspirations – accepting they are unique to the individual person and their life Goals and aspirations identified in the care plan must be Realistic – it can't be the same as it was, so how can I adapt, manage, remain hopeful and feel in control? Achievable – what strengths have I got to deal with the future? What resources do I have within myself, my family, friends and community? Meaningful – addressing the person's real concerns and dilemmas Evolving and changing – accepting that nothing stays the same. Every aspect of a patients life influences their state of wellbeing and treatment outcomes, and therefore the environment, 1:2:1 work, group delivery/ mutual aid and associated activities are all aligned to maximise opportunities for the patient to; Network of close friends Improve family relationships To have the opportunity for an enjoyable and fulfilling career / training or volunteering opportunities. To have enough money to live To have regular exercise To have a nutritional diet To have enough sleep To partake in spiritual or religious beliefs To identify fun hobbies and leisure pursuits To improve self-esteem To develop an optimistic outlook To develop sense of purpose, identity and meaning Have the ability to adapt to change and be prepared for life challenges Managers and the responsible individual continually evaluate what "outstanding support" looks like and is summarised by our aspirations to ensure that people have access to preventative interventions that improve mental and emotional health, and that t interventions include broader initiatives that support areas such as Trauma. This includes clearly defined pathways to access additional support beyond the scope of the service, during and after exiting treatment. The vision, mission and values of the charity underpin, our drive for excellence and innovation, delivering exemplary care within our residential services. This includes significant investment into the environment of the service, that is conducive to recovery, including large single occupancy rooms, with en suite, and outside space. Parkland Place only has patients for a limited amount of time (4 weeks), therefore sometimes is only the foundation and building blocks of long term recovery from addiction. Therefore, we offer a comprehensive aftercare programme to ensure patients feel supported and achieve their personal outcomes after departure

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	16

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	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning Conflict Management Cyber Security Awareness Dignity & Respect AED Gambling Awareness
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	1
	No. of Agency/Bank staff	0
	No. of Non-guaranteed hours contract (zero hours) staff	0
	Outline below the number of permanent and fixed term contact staff by hours worked per week.	
	No. of full-time staff (35 hours or more per week)	1
	No. of part-time staff (17-34 hours per week)	0
	No. of part-time staff (16 hours or under per week)	0
	Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care planning Conflict Management Dignity & Respect AED Gambling Awareness Mental Health Awareness

> Contractual Arrangements

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

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

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

No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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

Registered nurses	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	2

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

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

Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Care Planning Cyber Security Awareness AED Gambling Awareness Professional Boundaries Autism and learning disabilities

Contractual Arrangements

No. of permanent staff	8
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	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)	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.	Staff will work alternate weeks/days as follows: Week 1 - Monday, Tuesday, Saturday, and Sunday 07:00-19:30 average 3 per shift Week 2 - Wednesday, Thursday, Friday 07:00-19:30 average 3 per shift Night shift - 3 on 3 off - 2 people on this shift pattern

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?	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.	COSHH

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	1
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food hygiene level 2 Food preparation

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	1
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.	Caretaker/Grounds Maintenance

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	0
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	0	
No. of staff working toward required/recommended qualification	0	