

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:	AFON GOCH CHILDREN'S HOMES LTD	
The provider was registered on:	06/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Afon Goch	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	06/03/2019
	Responsible Individual(s)	Louise Irving
	Manager(s)	Lynsey Evans
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Caban Aur	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	06/03/2019
	Responsible Individual(s)	Louise Irving
	Manager(s)	Alison Fenn, Alison Fenn
	Maximum number of places	2
	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 Training Plan covers statutory requirements (such as SCW Induction); and training that will support the work of our organisation (such as Therapeutic Crisis Intervention). There is a Training Needs Analysis for each team member; reviewed at appraisal or as needed. A Senior Manager oversees meeting identified training needs. Delivery of training is recorded on team members' personnel files, in our Training Log and by spreadsheet. We use external providers, and also deliver training in-house.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Having identified a recruitment need, we advertise externally, internally or both. Full checks are made prior to appointment. We have a robust recruitment policy. We retain staff through individual supervision and support tailored to their circumstances: taking account of needs/wants in working patterns, supporting personal development and offering pastoral support. We maintain team morale through team meetings, daily reflective practice de-briefings, and group activities such as Jollifications.

Service Profile

Service Details

Name of Service	Afon Goch
Telephone Number	01286872466
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	6258
The maximum weekly fee payable during the last financial year?	6923

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	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Discussions with keyworkers, team members and managers Weekly house meetings Key sessions Internal placement reviews Questionnaires Meetings with Independent Visitor Meetings with Responsible Individual

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Large garden with separate garden rooms Patio areas Greenhouse Kitchen garden
Provide details of any other facilities to which the residents have access	The Den: a private room that can be used for contact, homework, education, private meetings/discussions, key sessions etc Laundry area Outbuildings

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.

We work within the Care and Support Plan. We identify therapeutic aims for the child and how these can be met. There is a Therapeutic Programme that is reviewed weekly, involving the child. We support the child in setting goals. There are regular Internal Placement Reviews where the child has a say in all the issues that are important to them, such as the home environment, food, what they would like to do. We offer a range of activities to suit the individual child: this could be additional music lessons, expeditions, trips away etc. We celebrate achievement, and aim to help the child feel valued and confident of their self-worth. Children tend to form warm attachments to their allocated keyworkers.

Children can raise issues at any time, and also do so at House Meetings and Key Sessions. We seek to resolve any issues that a child may have, including explaining our take on an issue. In most cases any concerns can be resolved informally, without invoking formal complaints procedures. Children also discuss issues with the Independent Visitor who visits monthly. Children are actively encouraged to seek outside support through their advocate, their families, referring social services department, CIW, or services such as 'Childline'.

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.

Obviously we seek to meet basic health needs, and work closely with health services. Children often come to us with health needs that have not been identified or met. We offer children a range of activities to support healthy living. This includes adventure activities and therapeutic work within our gardens. Children often come to us with a limited palate, and we offer them choice and opportunities to experience non-processed meals made from scratch, often with food grown in our own kitchen garden. There is also the opportunity to experience cuisines from other cultures. Food is so important, not just for nutrition but to show love and care.

We give each child personal attention and show unconditional positive regard. We support them in their hobbies and interests. We show them new things, aiming to foster a curiosity for all the opportunities for them, both now and in the future. We support their education, whether it is in mainstream school/college or within our own independent school, Ysgol Caban Aur.

We encourage appropriate friendships, including children inviting their friends to the home. We teach children about the benefits and pitfalls of the internet and social media. Some children join clubs or other external activities.

As a team, we support the emotional and behavioural development of the child. There are identified therapeutic aims addressed in key sessions and through activities on the Therapeutic Programme. Keyworkers have regular clinical supervision with our in-house CBT Therapist and are also supported by the Therapeutic Co-Ordinators. Our Therapist also offers weekly sessions with children, if this is in their Care and Support Plan. We work closely with CAMHS, where they are involved with a child.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children often express that they feel safe and cared for.</p> <p>We operate safe working practices and work within the Aware Culture and Arena of Safety. As well as DBS checks, recruitment includes an assessment of values and attitudes. Staff are vigilant, and monitor the practice of other staff. Staff receive Safeguarding Training and know how to report concerns.</p> <p>Each child has a risk assessment with assessments of risk and a risk management plan. There are also risk assessments in place for premises, locations and activities.</p> <p>Staff are trained in Therapeutic Crisis Intervention which is a programme of behaviour management techniques. Therapeutic Crisis Intervention aims to create a trauma-sensitive environment where children and adults are safe and feel safe; pro-actively prevent and/or de-escalate potential crisis situations with children; manage a crisis situation in a therapeutic manner, and, if necessary, intervene physically in a manner that reduces the risk of harm to children and staff; process the crisis event with children to help improve their coping strategies. (Cornell University.)</p> <p>We carry out Life Space Interviews with children to help them process challenging events and help them understand their feelings and behaviours. We might also use a Life Space Interview to help them process happy events. We are sponsoring research into the use of Interoceptive Awareness Opportunities to help children better understand how they feel.</p> <p>Where there is conflict between children, a group Life Space Interview may be carried out. We have zero tolerance for bullying, but understand that it may result from past exposure to domestic violence, trauma or abuse and we will work with the children through key sessions or within therapy.</p> <p>We seek to show the children that they are loved, cared for and safe. We have a policy on the positive use of touch.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Afon Goch is set in Eryri (Snowdonia) with picturesque views of Yr Wyddfa (Mount Snowdon) and over Caernarfon Bay. The building is an old stone farmhouse set in a large garden on a hillside. There are enchanting sunsets. It is a harmonious natural setting.</p> <p>Afon Goch has a homely and warm environment. Each child has their own room which they can personalise, with advice from keyworkers.</p> <p>The home is well placed for local walks and cycle rides, and both sea and mountains are close by. There is good access to local towns and also to national road and rail networks.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>

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

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adventure Therapy

Contractual Arrangements

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

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

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

Staff Qualifications

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

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	day shift 0800 to 2300 night 2300 to 0800
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adventure Therapy
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	0800 to 2300 3 staff 2300 to 0800 2 staff

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Senior Manager: oversight Teaching Assistant Therapeutic Co-Ordinator: advice on care planning to meet identified needs
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Masters in Research
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Caban Aur
Telephone Number	01248450087
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	6258
The maximum weekly fee payable during the last financial year?	6923

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?	Discussions with keyworkers, team members and managers Weekly house meetings Key sessions Internal placement reviews Questionnaires Meetings with the Independent Visitor Meetings with the Responsible Individual

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are large grounds separated into various areas: a playing field, a wild meadow, a kitchen garden, an outside play space, a verandah, a greenhouse, a secret garden, a decked area. There are also several quiet areas within the grounds.
Provide details of any other facilities to which the residents have access	There is an education room that may be used for private meetings, key sessions, homework etc

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We work within the Care and Support Plan. We identify therapeutic aims for the child and how these can be met. There is a Therapeutic Programme that is reviewed weekly, involving the child. We support the child in setting goals. There are regular Internal Placement Reviews where the child has a say in all the issues that are important to them, such as the home environment, food, what they would like to do. We offer a range of activities to suit the individual child: this could be additional music lessons, expeditions, trips away etc. We celebrate achievement, and aim to help the child feel valued and confident of their self-worth. Children tend to form warm attachments to their allocated keyworkers.</p> <p>Children can raise issues at any time, and also do so at House Meetings and Key Sessions. We seek to resolve any issues that a child may have, including explaining our take on an issue. In most cases any concerns can be resolved informally, without invoking formal complaints procedures. Children also discuss issues with the Independent Visitor who visits monthly. Children are actively encouraged to seek outside support through their advocate, their families, referring to the social services department, CIW, or services such as 'Childline'.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Obviously we seek to meet basic health needs, and work closely with health services. Children often come to us with health needs that have not been identified or met. We offer children a range of activities to support healthy living. This includes adventure activities and therapeutic work within our gardens. Children often come to us with a limited palate, and we offer them choice and opportunities to experience non-processed meals made from scratch, often with food grown in our own kitchen garden. There is also the opportunity to experience cuisines from other cultures. Food is so important, not just for nutrition but to show love and care.</p> <p>We give each child personal attention and show unconditional positive regard. We support them in their hobbies and interests. We show them new things, aiming to foster a curiosity for all the opportunities for them, both now and in the future. We support their education, whether it is in mainstream school/college or within our own independent school, Ysgol Caban Aur.</p> <p>We encourage appropriate friendships, including children inviting their friends to the home. We teach children about the benefits and pitfalls of the internet and social media. Some children join clubs or other external activities.</p> <p>As a team, we support the emotional and behavioural development of the child. There are identified therapeutic aims addressed in key sessions and through activities on the Therapeutic Programme. Keyworkers have regular clinical supervision with our in-house CBT Therapist and are also supported by the Therapeutic Co-Ordinators. Our Therapist also offers weekly sessions with children, if this is in their Care and Support Plan. We work closely with CAMHS, where they are involved with a child.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Children often express that they feel safe and cared for.</p> <p>We operate safe working practices and work within the Aware Culture and Arena of Safety. As well as DBS checks, recruitment includes an assessment of values and attitudes. Staff are vigilant, and monitor the practice of other staff. Staff receive Safeguarding Training and know how to report concerns.</p> <p>Each child has a risk assessment with assessments of risk and a risk management plan. There are also risk assessments in place for premises, locations and activities.</p> <p>Staff are trained in Therapeutic Crisis Intervention which is a programme of behaviour management techniques. Therapeutic Crisis Intervention aims to create a trauma-sensitive environment where children and adults are safe and feel safe; pro-actively prevent and/or de-escalate potential crisis situations with children; manage a crisis situation in a therapeutic manner, and, if necessary, intervene physically in a manner that reduces the risk of harm to children and staff; process the crisis event with children to help improve their coping strategies. (Cornell University.)</p> <p>We carry out Life Space Interviews with children to help them process challenging events and help them understand their feelings and behaviours. We might also use a Life Space Interview to help them process happy events. We are sponsoring research into the use of Interoceptive Awareness Opportunities to help children better understand how they feel.</p> <p>Where there is conflict between children, a group Life Space Interview may be carried out. We have zero tolerance for bullying, but understand that it may result from past exposure to domestic violence, trauma or abuse and we will work with the children through key sessions or within therapy.</p> <p>We seek to show the children that they are loved, cared for and safe. We have a policy on the positive use of touch.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Caban Aur is set within a nature reserve down a country lane. The setting is quiet and peaceful, and there is access to local walks and cycle rides. There are many nearby beaches, and access to moorlands, wetlands, mountains and the sea. Therefore children can engage in quiet and calming pursuits (such as following our own meadow maze or a beach walk) as well as more adventurous and energetic activities.</p> <p>Caban Aur is close to local towns, and the children enjoy shopping and meeting up with friends. There are also the attractions of larger cities like Liverpool or Manchester. There are also many tourist attractions in North Wales. There are reasonably close links to road and rail national networks.</p> <p>Caban Aur is a spacious house set in spacious grounds. Children's bedrooms are regularly re-decorated, taking account of the child's personal taste. There is room in their bedrooms for private study.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	14.50
--	-------

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0

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

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

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

Staff Qualifications

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

Other supervisory staff

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

Nursing care staff

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

Registered nurses

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

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	0

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	supervision training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	0800 to 2300 2300 to 0800
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	4
Safeguarding	4
Medicine management	2
Dementia	0

Positive Behaviour Management	5
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
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.	0800 to 2300 2 staff 2300 to 0800 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Senior Manager: oversees organisational issues Teacher Systems Administrator Assistant Therapeutic Co-Ordinator Therapist
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0

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

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

Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	3
Infection, prevention & control	6
Manual Handling	5
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	5
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	supervision training

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	3
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	6
No. of staff working toward required/recommended qualification	0